Zest
SERVICE GUIDE

Downloaded from www.Manualslib.com manuals search engine

Table of Contents

Chapter 1 Product Features and Hardware Specifications

Features 1-5
Phone Tour... 6
Front View 7
Rear View 8
Top View 9
Bottom View 10
Left View 11
Right View 12
System Block Diagram 13

Chapter 2 Diagnostic Utilities

Introduction 14
Instructions for flash tool 14-17
WriteStation User Guide 17-29

Chapter 3 Service and Maintenance

Introduction 30
Disassembly and Reassembly Guide 30-47
L2 Troubleshooting Guide 48-55

Chapter 4 Diagnostic Tool SOP

Diagnostic Tool APK SOP 56-72

Chapter 5 Serial Number Definition

Introduction of Acer FG SN 75-80
Introduction of Acer KC PN and Acer KC SN 81-82

Chapter 6 FRU (Field Replaceable Unit) List

Exploded Diagram 84-85
FRU List 86-90

Downloaded from www.Manualslib.com manuals search engine

Revision History

Please refer to the table below for the updates made on this service guide.

Date	Chapter	Update

Copyright

Copyright 2016 by Acer Incorporated. All rights reserved. No part of this publication may be reproduced, transmitted, transcribed, stored in a retrieval system, or translated into any language or computer language, in any form or by any means, electronic, mechanical, magnetic, optical, chemical, manual or otherwise, without the prior written permission of Acer Incorporated.

Disclaimer

The information in this guide is subject to change without notice.

Acer Incorporated makes no representatives or warranties, either expressed or implied, with respect to the contents hereof and specifically any warranties of merchantability or fitness for any particular purpose. Any Acer Incorporated software described in this manual is sold or licensed "as is". Should the program prove defective following their purchase, the buyer (and not Acer Incorporated, its distributor, or its dealer) assumes the entire cost of all necessary servicing, repair, and any incidental or consequential damages resulting from any defect in the software.

Acer is a registered trademark of Acer Corporation.

Other brand and product names are trademarks and/or registered trademarks of their respective holders.

Downloaded from www.Manualslib.com manuals search engine

General Information

This Service Guide provides you with all technical information relating to the basic configuration for Acer's global product offering. To better fit local market requirement and enhance product competitiveness, your regional office may have decided to extend the functionality of a machine (e.g. add-on card, modem, or extra memory capabilities). These localized features are not covered in this generic service guide. In such cases, contact your regional offices or the responsible personnel/channel to provide you with further technical details.

When ordering FRU parts:

Check the most up-to-date information available on your regional web or channel. If, for whatever reason, a part number change is made, it may not be noted in this printed service guide.

For Acer-authorized service providers:

Your Acer office may have a different part number code than those given in the FRU list of this printed service guide. The list provided by your regional Acer office must be used to order FRU parts for repair and service of customer machines.

Downloaded from www.Manualslib.com manuals search engine

CHAPTER 1

Product Features and Hardware Specifications

Product Features and Hardware Specifications

Features… 1-5
Phone Tour… 6
Front View 7
Rear View 8
Top View 9
Bottom View 10
Left View 11
Right View 12
System Block Diagram 13

Downloaded from www.Manualslib.com manuals search engine

Product Features and Hardware Specifications

Features

Following is a summary of the phone's main specifications:

Operating System	Android 6.0 Marshmallow	Can be upgraded to	N/A
UI Version	Acer Shell UI & APP (comply with Acer latest MP model)		
Processor	MT6SB0 Quad core 1.3Ghz		
Memory	RAM	1GB LPDDR	
	Internal Memory	8GB	
	Available Memory for User	TBD	
	Micro-SD slot	Up to 32GB, SDHC 2.0 compatible	
Display	Size	5.0" IPS TFT LCD	
	Display Type	■TFT-LCD □ AMOLED □2D □3D	
	IPS Support	□No (But needs complied) ■Yes	
	Resolution	HD, 720 (W) X 1280(H)	
	ppi	Brightness : up to 3S0 nits (with Touch panel)	
Touch	Touch technology	Capacitive	
	Multi Touch Support	□Single □Single with gesture ■Multi; 5 Points touch	
	Touch Lens Type,	□G/G □G/F □G/F/F □Single Glass■ On cell □In cell	
	Air Gap	Direct bonding	
	Cover Surface Hardness	**6H**	
	Feature	Without Anti-Finger printCoating,withQuick touch andwithoutGloves	
	Printing	Acer and DTS logo(Studio Sound)	
Dimensions	14S.7 * 71.2 * B.4 mm		
Weight	12Sg with battery		
Radio	All the listed band will be supported by the same PCB and Tuner. **3G HSPA/WCDMA** [EU / AAP / TW] 2100MHz(B1), 1900MHz(B2), BS0MHz(BS), 900(BB) [PA] 1900MHz(B2), AWS(B4), BS0MHz(BS) **2G GSM/GPRS/EDGE :** BS0MHz / 900MHz / 1B00MHz / 1900MHz HSDPA up to 21Mbps , HSUPA up to S.76Mbps GPRS Class 12 /EDGE Class 12 MMS, SMS, Email, IM		
	Dual Carrier Support	■No □Yes	
	AWS Band layout reserved	■No □Yes B4 (1700MHz / 2100MHz)	

Downloaded from www.Manualslib.com manuals search engine

	AU Band (850/2100) layout reserved		□No ■Yes	
Connectivity	Wireless LAN		IEEE 802.11b/g/n	
	GPS		with A-GPS,SUPL, GPS	
	FM		□No ■Yes (Using Headset as antenna)	
	Micro-USB(optional for Type C)		□No ■Yes	
	HDMI		■No □Yes	
	Acer Cloud		□No ■Yes	
	Wireless Display(Miracast)		■No □Yes	
	WiFi Direct		□No ■Yes	
	Wireless Charging		■No □WPC □A4WP	
	Bluetooth		Bluetooth® 4.0 with LE	
	BT Profile Support: ■A2DP □ATT■AVRCP □BIP □BPP □CIP □CTP □DIP □DUN □FAX ■DID □FTP ■GAVDP■GAP □GATT □GOEP □HCRP □HDP ■HFP ■HID ■HSP □ICP □LAP ■MAP ■OBEX■OPP■PAN ■PBAP□ PBA ■SPP □SDA ■HOGP ■SAP □SIM □SYNCH □VDP □WAPB			
Camera	Main	8M AF	Flash LED	■Yes □No
	2nd (3D)	No		
	Front	5M FF	Torch LED	□Yes ■No
	Others			
HD Voice	Multi Microphone for noise cancellassions		■No □Yes;	
	Echo Cancelation		■No □Yes	
	WB-AMR		■No □Yes	
Audio	Dolby Mobile		■No □Yes	
	DTS		□No ■Yes	
	Receiver		Single	
	Audio Jack		3.5mm	
	Speaker		Single	
	Smart amplifier		No	
Media Format and Codec Support	Video Encoder	H.263, H.264 AVC, VP83 (Android 4.3+)		
	Video Decoder	H.263, H.264 AVC, H.265 HEVC, MPEG-4 SP, VP83, VP9 (Android 4.4+), WMV9		
	Audio Encoder	AAC LC, AMR-NB, AMR-WB, PCM/WAVE (Android 4.0+), AAC+ (Android 4.1+), AAC ELD (Android 4.1+)		
	Audio Decoder	AAC LC, AAC+, eAAC+, WAV, MP3, MIDI, Vorbis, AMR-NB, AMR-WB,FLAC (Android 3.1+), AAC ELD (Android 4.1+), PCM/WAVE (Android 4.0+), Opus (Android 5.0+)		
	Image Encoder	JPEG, PNG, WEBP		
	Image Decoder	JPEG, GIF, PNG, BMP, WEBP		

Downloaded from www.Manualslib.com manuals search engine

Ergonomic Design	Capacitive, Multi Touch Side keys: 1. Volume Up/Down 2. Independent Power key Front: 1. SW key (Virtual key)	
LED Indication	Yes	
Vibrator	Yes	
Sensors	Ambient L-sensor	□No ■Yes
	G-sensor	□No ■Yes 12-bit resolution accelerometer
	e-Compass	■No □Yes
	Proximity Sensor	□No ■Yes
	Gyro-sensor	■No □Yes
	Barometer Sensor	■No □Yes
	Hall-sensor	■No □Yes
	Laser focus	■No □Yes (120 cm)
	UV	■No □Yes
	Humidity	■No □Yes
	Temperature	■No □Yes
	Heart rate (PPG)	■No □Yes
	SPO2	■No □Yes
	Sensor Hub	■No □Yes
NFC	■No □Yes (Optional) with security Element □ Yes with Securety in SIM □ Yes with Securety in both SIM and IC	
Finger Print	No(Optional)	
SIM slot	SIM Type	□Mini SIM ■Micro SIM □Nano SIM
	SIM Slot Numbers	□Single SIM ■ Dual SIM □ Tri-SIM
Water Proof	■No □ Yes; IP Level: _____	
Lanyard	■No □Yes	
Text Entry	Google virtual keyboard	
Messaging	Universal inbox	SMS, MMS
	Email	Gmail
	IM	Gtalk
Web	Browser	Android Browser, Chrome Browser
	Search	Google Search
Entertainment	Video, Music	Google Default
	Music streaming	No
	Video streaming	YouTube
	Social network	Facebook
Productivity	Push mail	Gmail
	PC sync	Google cloud sync

Downloaded from www.Manualslib.com manuals search engine

	Cloud sync	Google Cloud; Acer Cloud
	Office	Google drive PDF reader
Location-based Services	A-GPS	Satellite Data Update
	Maps & directions	Google Maps, Latitude, Street View
Online App. Store	Google Play	
Power	Voltage range/frequency: 100 ~ 240V AC, S0/60 Hz DC output: SV 1A	
Battery	▯ **Capacity:**2000mAh (Minimum)/2020mAh(Typical) ▯ 2G Stand-by >400 ▯ 2G Talk Time >1S ▯ 3G Stand-by >400 ▯ 3G Talk Time >15 ● Removable: □ Yes; ■No	
Packing List	Device (With battery) ■AC adaptor,■USB cable, □3.Smm headset, ■ quick start guide, ■warranty card, ■Screen Protector film(removable), ■safety leaflet, □Pouch (optional) , □HDMI Cable, □2nd Battery, □Universal Charger, □Extra Battery Cover(optional), □Active Pen, □COA Label, □Others:	
Optional Accessories (In-Box)	□Wi-Fi display Adapter □Soft pouch □Stylus(active pen)■Battery cover Flip	
Optional Accessories (Retail Box)	Battery cover Flip	
Certification	EU SKU : CE/ BQB/ Wi-Fi logo/ US SKU : FCC / IC / PCTRB	
	HAC	■No □Yes
	SW	WHQL / CTS
Green Design	Must Comply with acer 707-0008-V7 Guidance of Restricted Substances In proceducts	
	Complete acer Eco-profile (including attachments) and tender questionnaire if any.	
	RoHS/WEEE	□No ■Yes
	PVC Free	■No □Yes
	Halogens Free (FCS date after 2012.1.1, must comply with HF)	■No □Yes
Special New Feature Requirement	N/A	

Downloaded from www.Manualslib.com manuals search engine

Accessory Certification	**Adapter :** ■ CE logo for EU EMC (CB test report & EMC test report) /. Safety: ■ UL license (for America safety) ■ TUV Certification (for German safety) ■Gost-R license (for Russia) □ C-Tick license (for Australia) / ..... ■ BSMI license & CNS 14336-1 report for Taiwan and Malaysia. ■ BIS (for India) **Battery Cell :** ■ UN38.3 (含 1.2 米落摔測試報告) - 上海化工所 or 北京檢驗局 ■聯合國 battery 運輸規範 - Drop test 1.2m) and MSDS data. ■ EN609S0-1 CB shall be included 1) 4.6.5 Adhesives for constructional purposes 2) 2.5 Limited power sources 3) 4.2.4 Mechanical strength – 2S0N force test 4) 4.2.6 Mechanical strength – droptest 5) 4.2.7 Stress Relief Test □ TISI(Thailand only)

Downloaded from www.Manualslib.com manuals search engine

Phone Tour

Six View

Downloaded from www.Manualslib.com manuals search engine

Front View

Figure 1.1 Front View

#	Item	Description
1	RECEIVER MESH	
2	RECEIVER DECEORAION	Aluminum, black
3	Front camera	6.5*6.5*3.55mm_500W
4	TOUCH SCREEN	Cutting glass, bottom silkscreen

Downloaded from www.Manualslib.com manuals search engine

Rear View

Figure 1.2 Rear View

#	Item	Description
1	REAR COVER	PC, black
2	REAR CAM LENS	Black, cutting glass, bottom silkscreen
3	FLASH LAMP	PMMA, transparent
4	SPEAKER MESH	Black

Downloaded from www.Manualslib.com manuals search engine

Top View

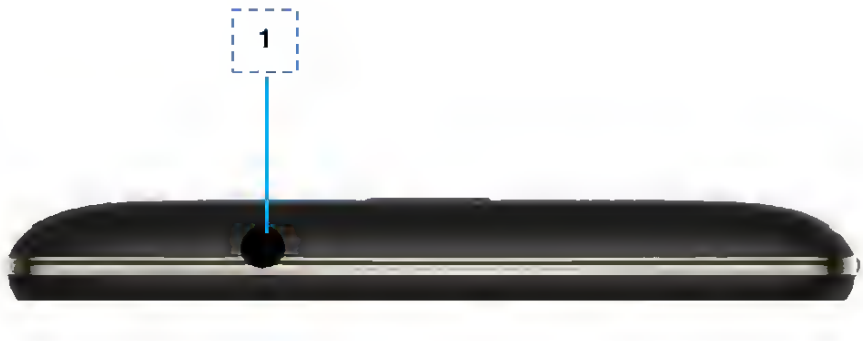


Figure 1.3 Top View

#	Item	Description
1	AUDIO JACK	/

Downloaded from www.Manualslib.com manuals search engine

Bottom View

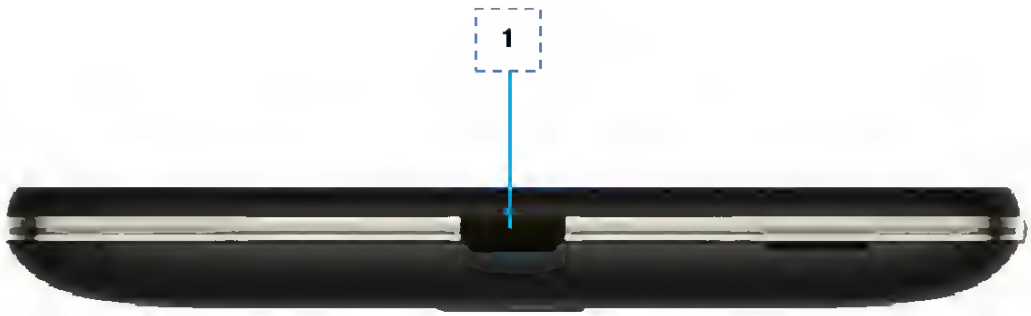


Figure 1.4 Bottom View

#	Item	Description
1	USB Port	/

Downloaded from www.Manualslib.com manuals search engine

Left View

Figure 1.5 Left View

Downloaded from www.Manualslib.com manuals search engine

Right View

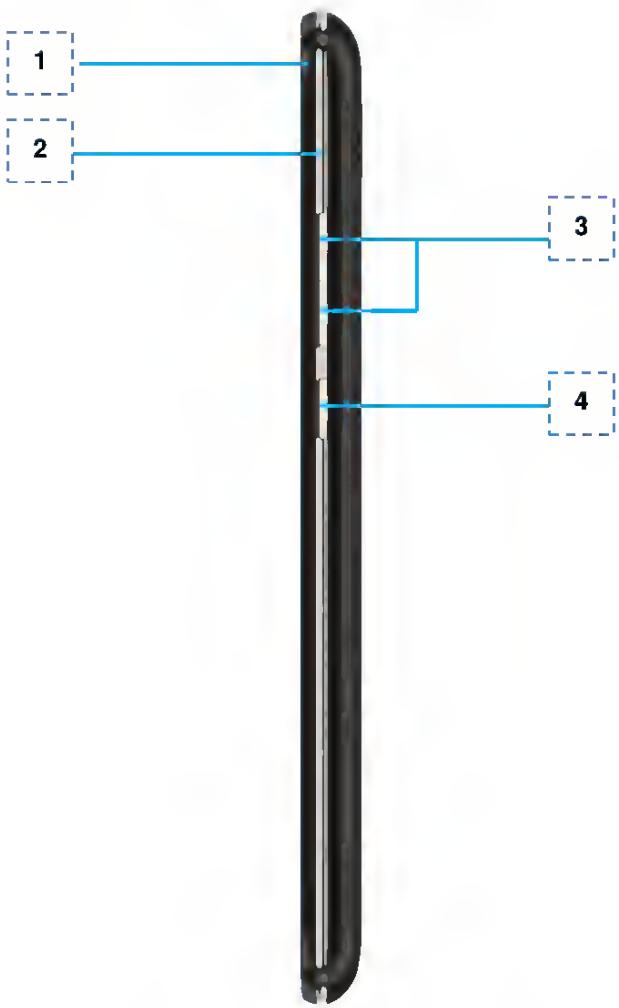
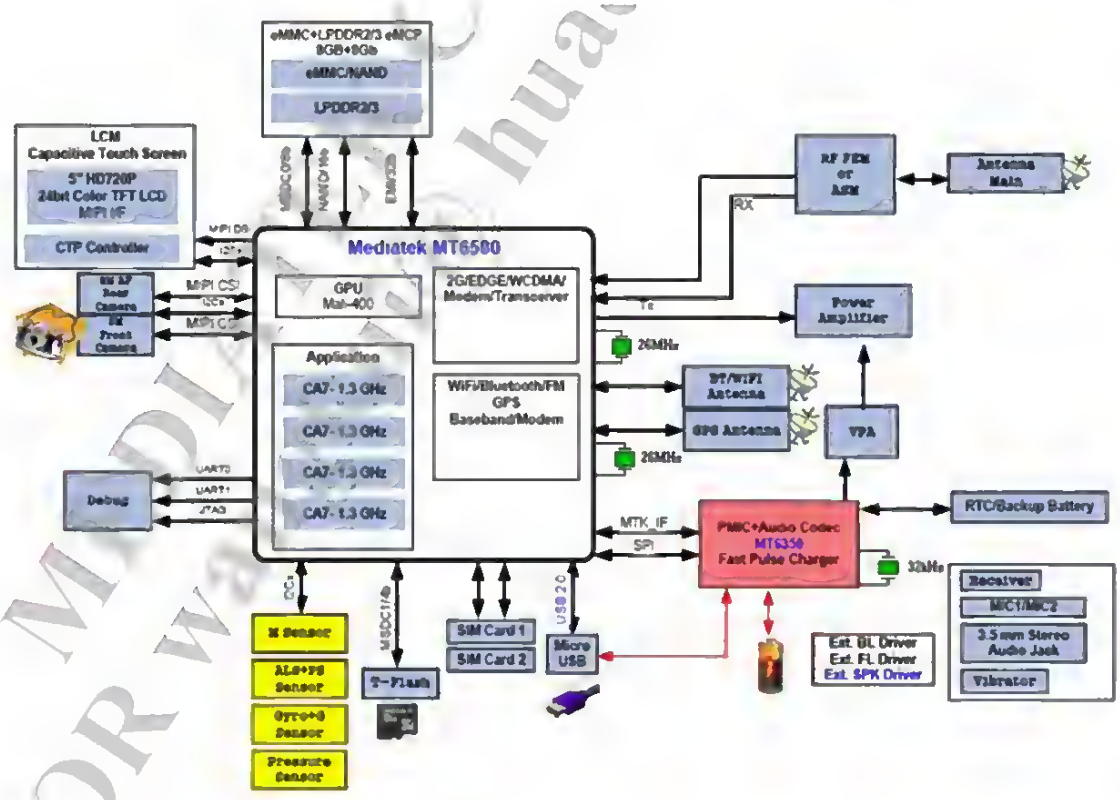


Figure 1.6 Right View

#	Item	Description
1	FRONT COVER	PC+10%GF, black
2	MIDDLE COVER	PC, silver
3	VOLUME KEY BUTTON	Increases or decreases the volume.
4	POWER BUTTON	

Downloaded from www.Manualslib.com manuals search engine

System Block Diagram



Downloaded from www.Manualslib.com manuals search engine

Instructions for flash tool

1. Preparations: 1pcs micro 5pin USB data cable, 1pcs mobile sample with battery in it and make it power off;

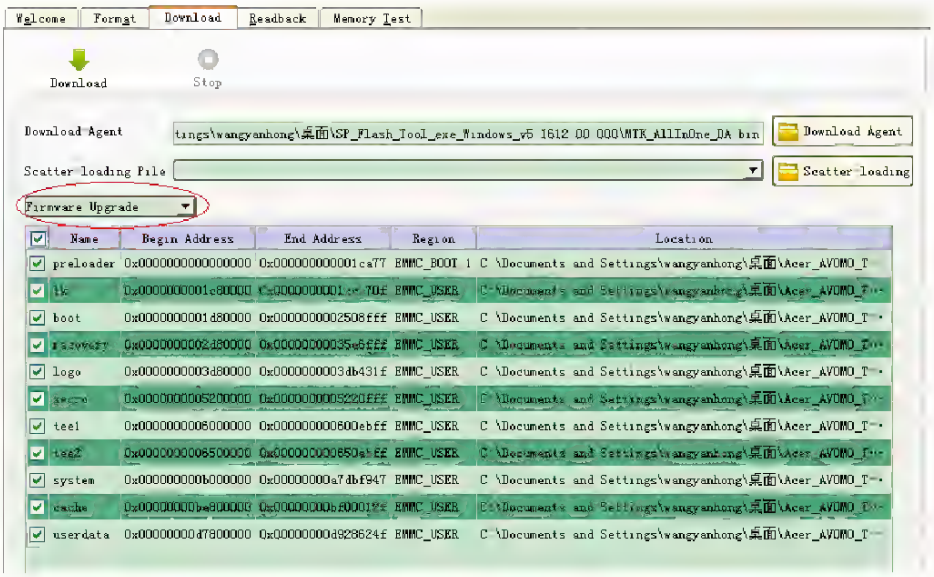
2. Connect mobile and computer by the USB cable. If it shows to be necessary to install USB driver, please install the USB driver first: "Driver_Auto_Installer_EXE_v5.1524.03.zip".

3. Stop the connection between the mobile to the computer.

4. Open the Download Tool (SP_Flash_Tool_exe_Windows_v5.1612.00.000) and double-click

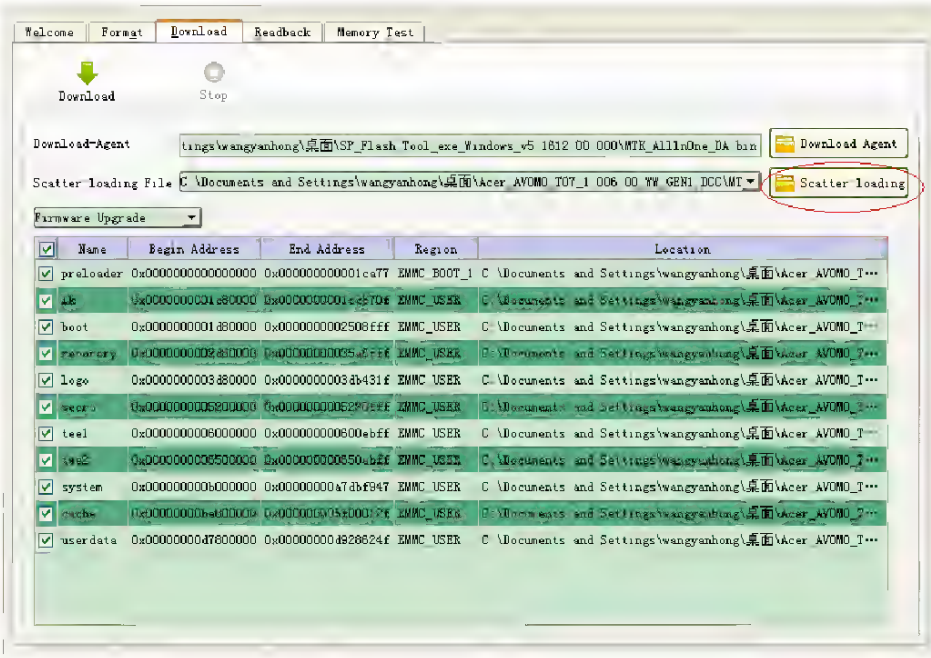
to execute the Flash Download Tool.

5. Choose Firmware Upgrade



6. Click "Scatter-loading" to select the scatter file file in the SW file: the txt file. Before selecting the file, the .rar SW file should be decompressed first.

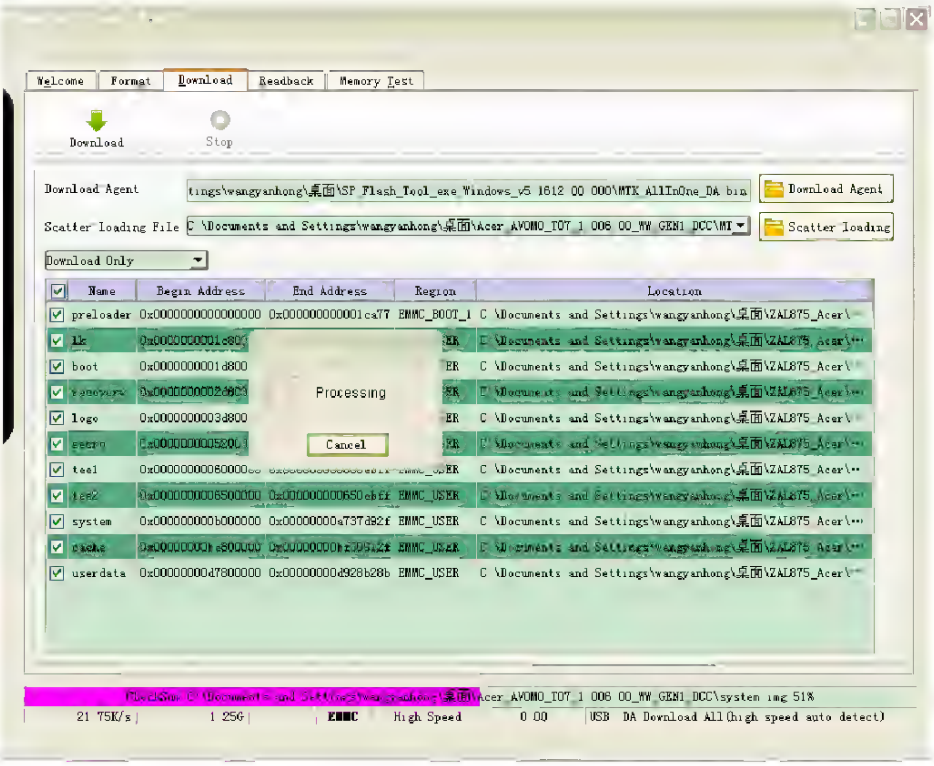
Downloaded from www.Manualslib.com manuals search engine



7. Select the scatter file in the SW folder

MT6735M_Android_scatter.txt

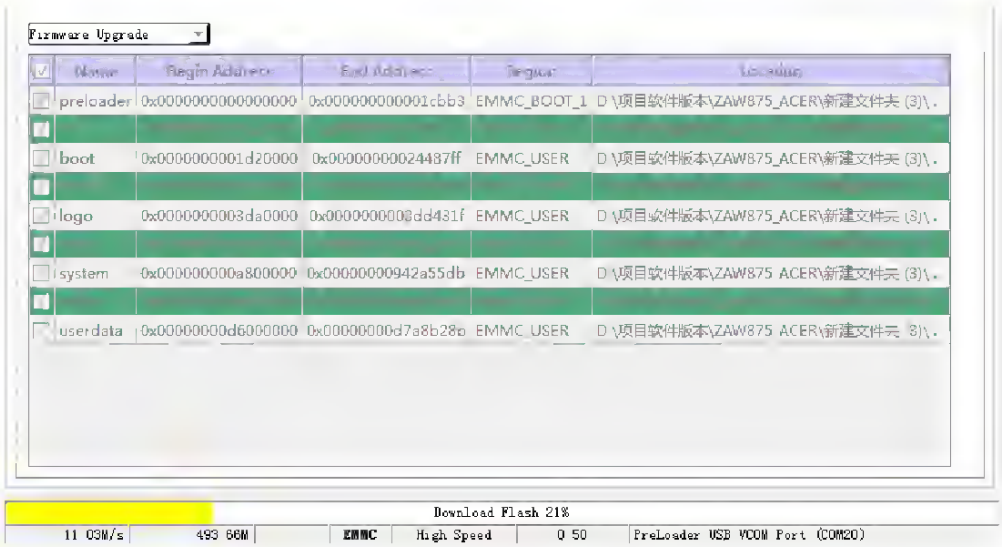
8. To start the PC memory verification



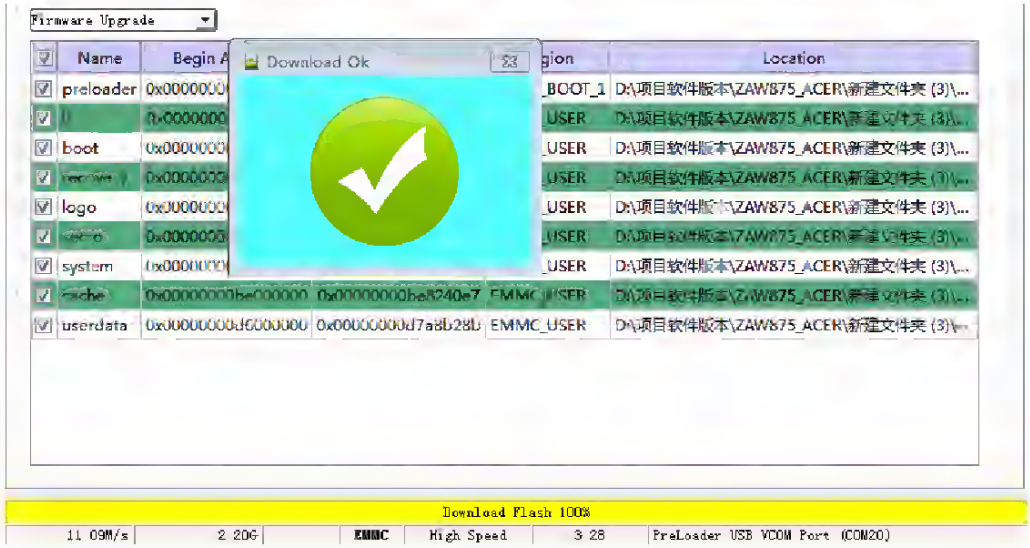
Downloaded from www.Manualslib.com manuals search engine

9. Click

10. Connecting the mobile to the PC with USB cable;
The progress bar show the SW is downloading.



After the download is complete, the Download Ok prompt box will pop up..



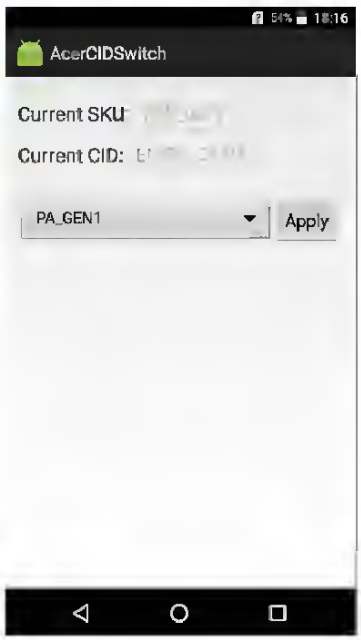
11. Remove the connection between mobile and computer. Then you could power on the mobile to test the SW.

If MB changed or repaired, please do CID Modification after flash image ,If you don’ t execute “CID modification” after flash, there might be some APP or function not work properly.

Downloaded from www.Manualslib.com manuals search engine

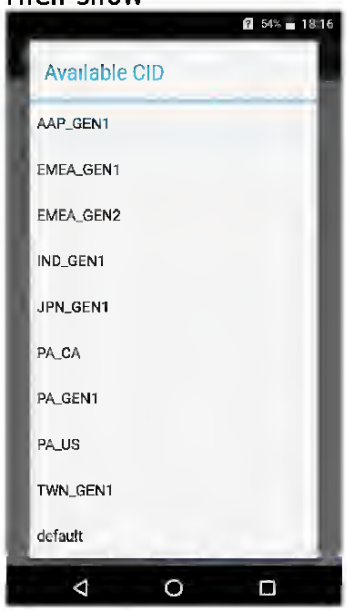
CID Modification SOP

1. Input #2237243#, enter the AcerCIDSwitch scenario
   Show Current SKU and Current CID



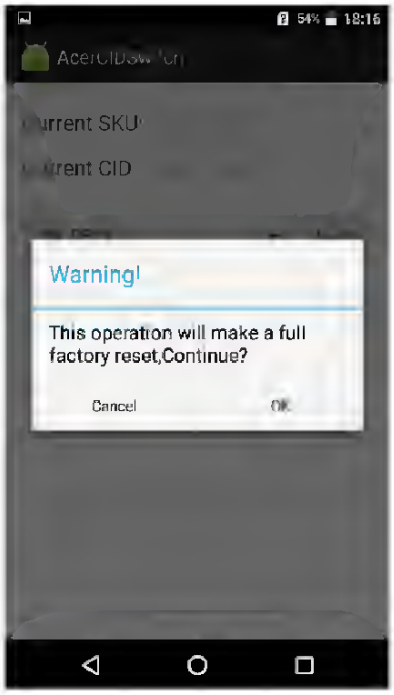
2. Tap

   Then show



3. Choose the CID that you want to write
   Then tap

Downloaded from www.Manualslib.com manuals search engine



4. Confirm it, after the completion of factory reset, input #2237243#, Current CID: display as just selected.

Downloaded from www.Manualslib.com manuals search engine

WriteStation User Guide

1 : Environment requirement

1.1.Hardware environment

1.1.1. Computer，CPU 1.7GHz or above， 512M ram or above
1.1.2. Monitor，the resolution is 1024×768 or above
1.1.3. Stabilized D.C. source (4.0V/2A) or full charged battery of mobile phone
1.1.4. Mobile phone

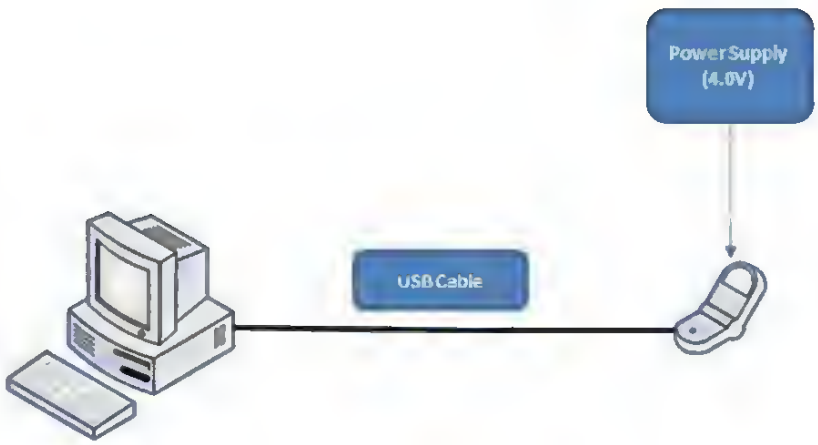
1.2.Software environment

1.2.1. OS: Window2000, XP
1.2.2. WriteStation program: "HQ_WriteStation_V2 1 30_150825"
1.2.3. HQ Framework: "HQ_Framework_v3 8_151112"
1.2.4. USB driver: "Driver_Auto_Installer_EXE_v5 1524 03

1.3.Others

1.3.1. Power cable
1.3.2. USB data cable or UARR to usb cable
1.3.3. USB Hub when needed. Please note that USB Hub should be powered

2 : Connection



3 : Setup

2.1: Driver should be installed first.

2.2: HQ Framework should be installed before WriteStation tool was installed. Please keep default settings while installing.

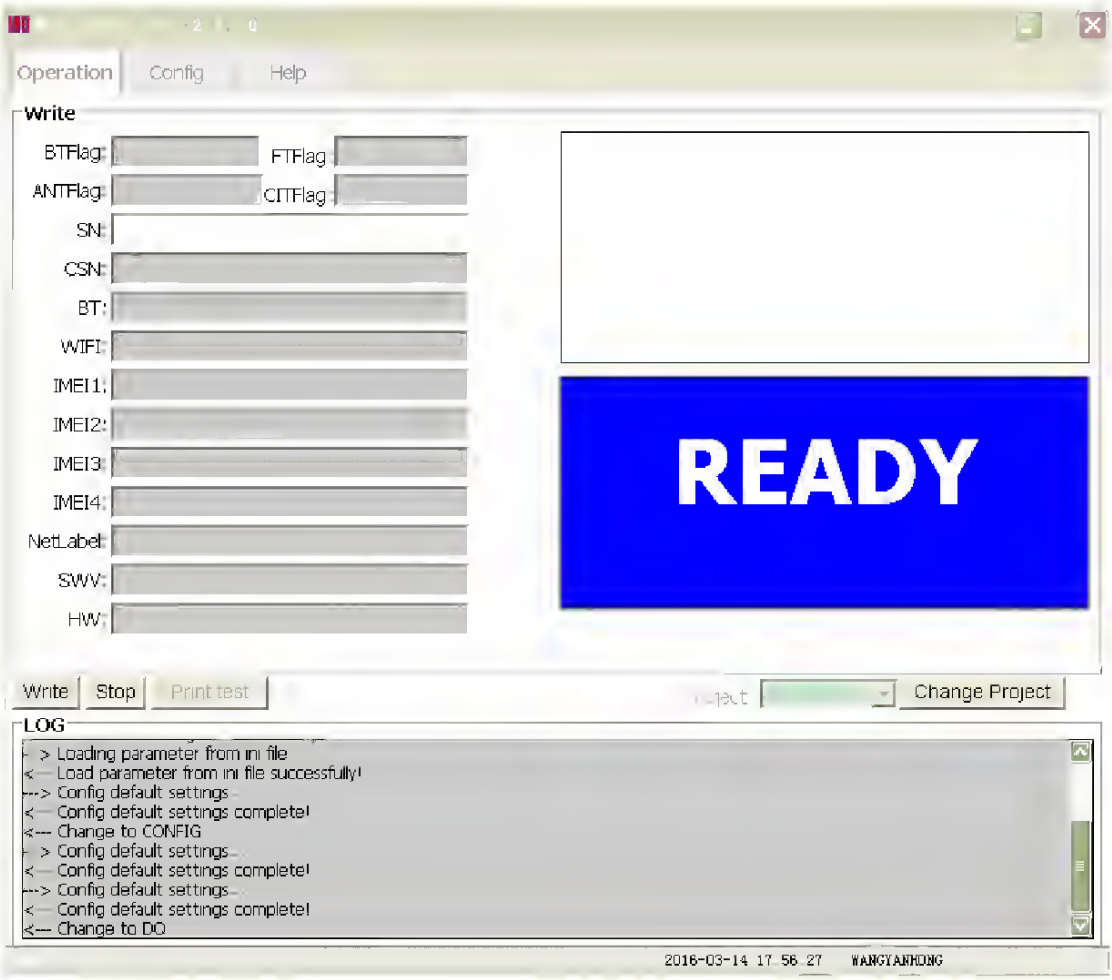
2.3: At last, WriteStation tool should be installed, and please keep default settings while installing.

4 : Write

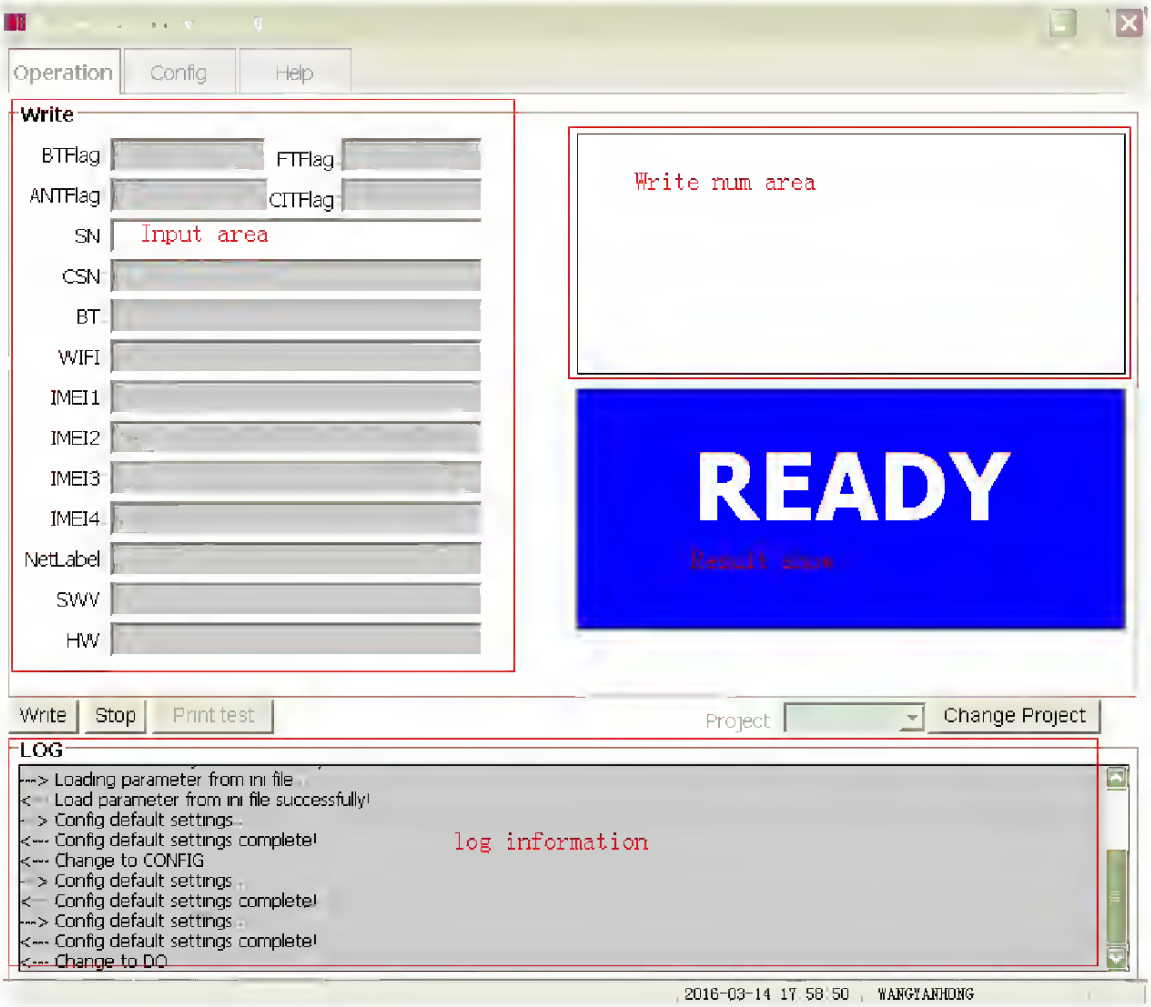
4.1：Double click the icon show as below picture to run WriteStation：

4.2：User interface of WriteStation

Downloaded from www.Manualslib.com manuals search engine

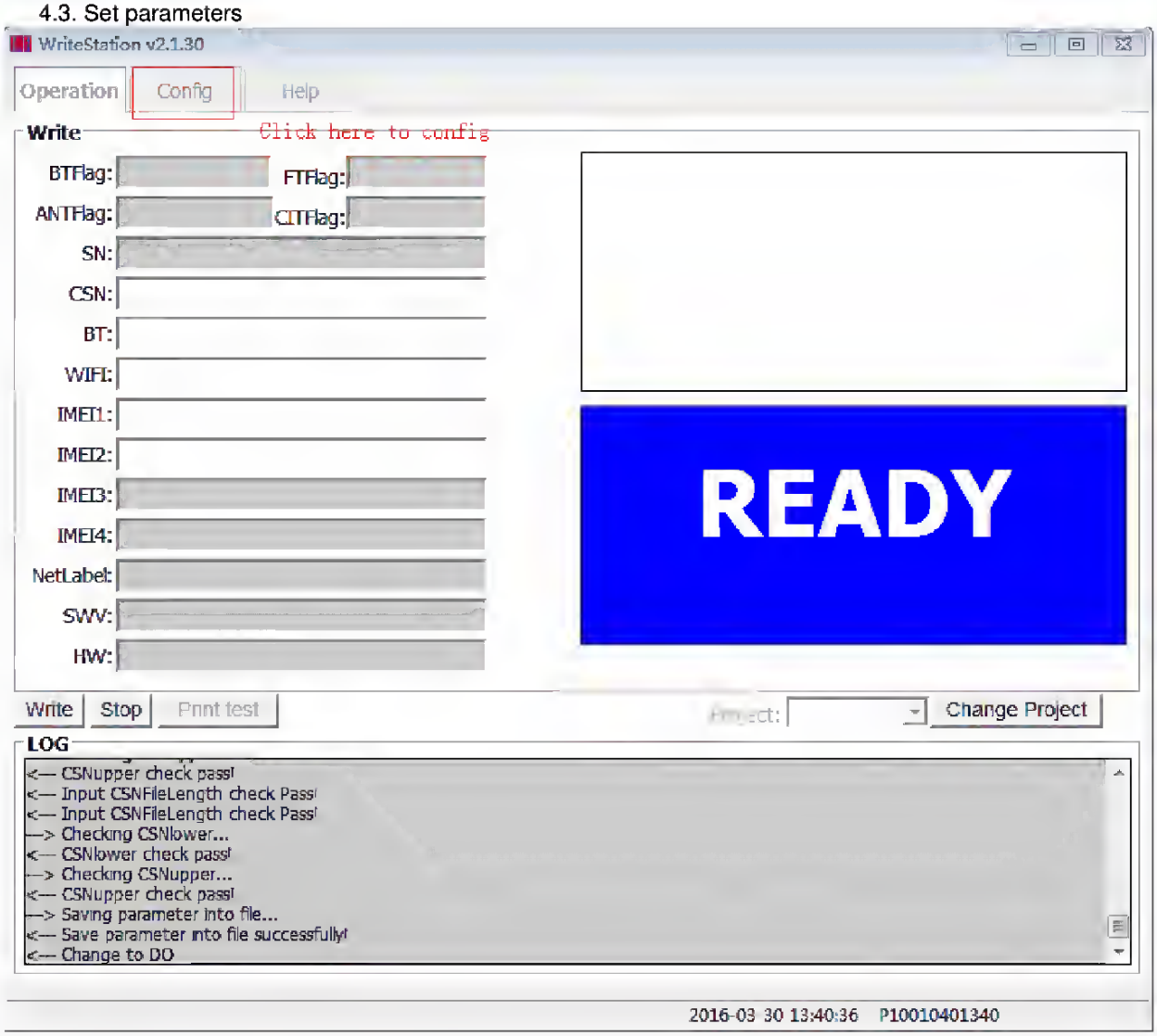


Downloaded from www.Manualslib.com manuals search engine

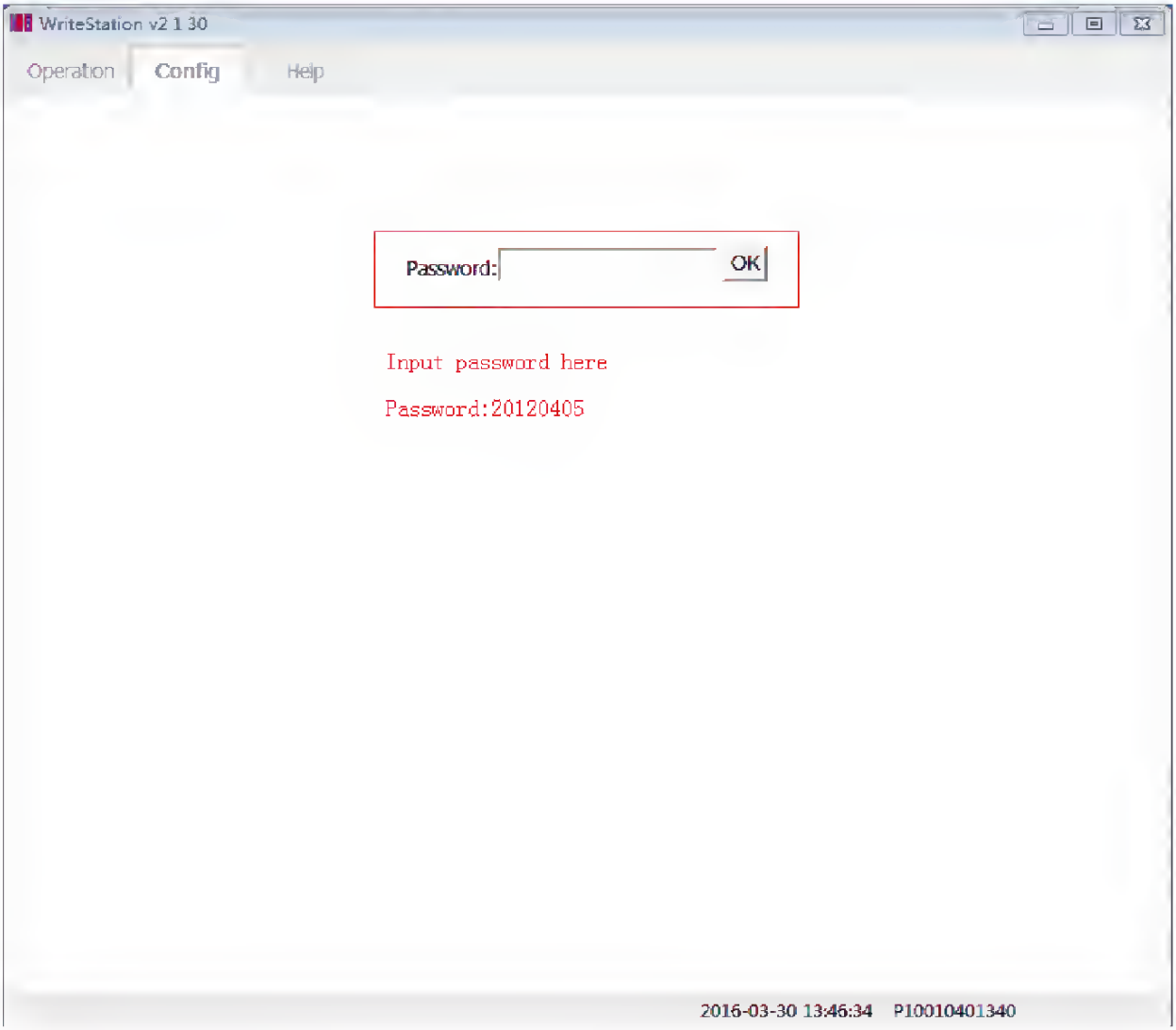


Downloaded from www.Manualslib.com manuals search engine

4.3. Set parameters



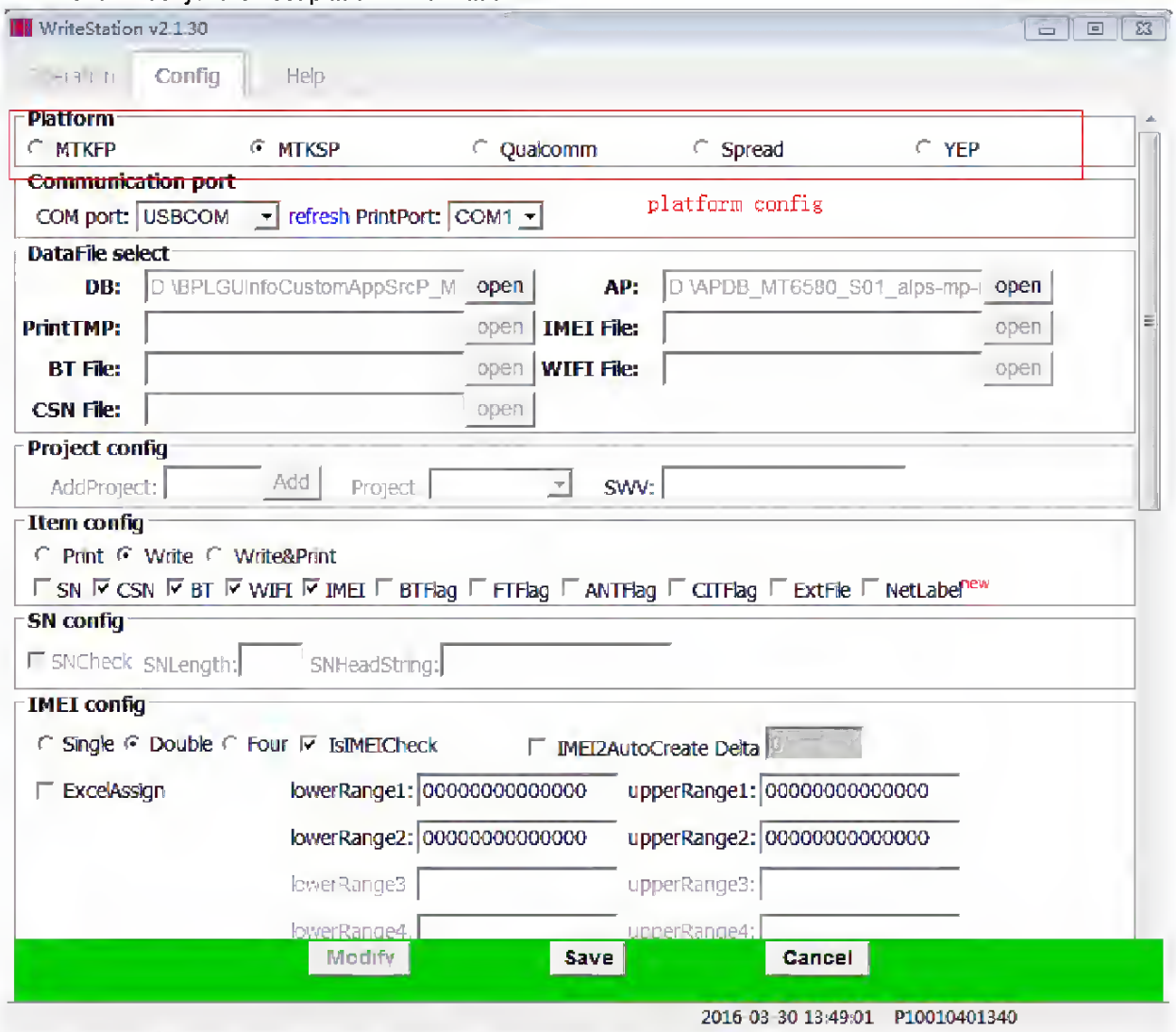
Downloaded from www.Manualslib.com manuals search engine



Password: 20120405

Downloaded from www.Manualslib.com manuals search engine

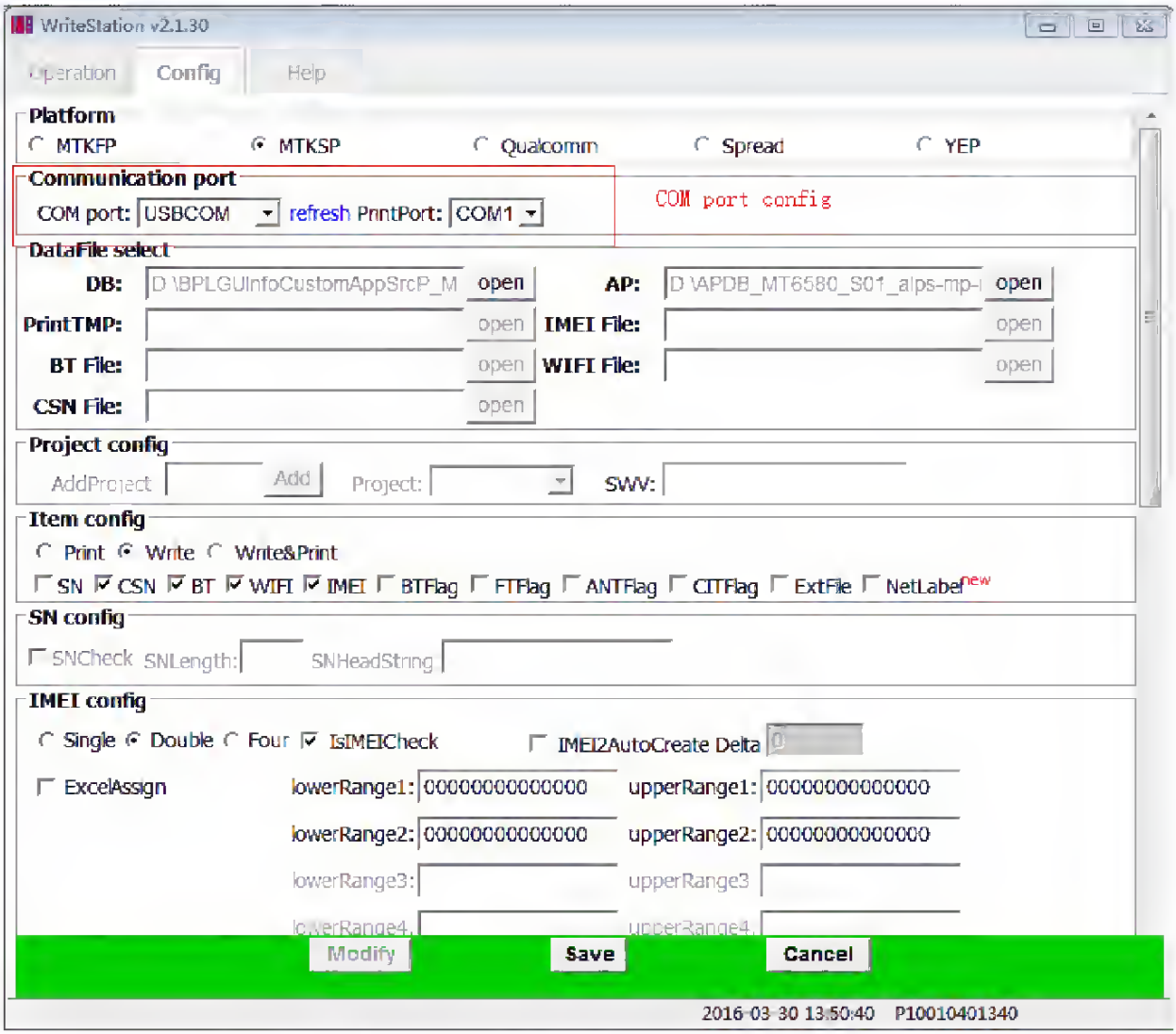
4.4. Click Modify，then set platform information



Acer Z525: indicates smart phone platform of MTKSP
Spread: indicates Spread platform

Downloaded from www.Manualslib.com manuals search engine

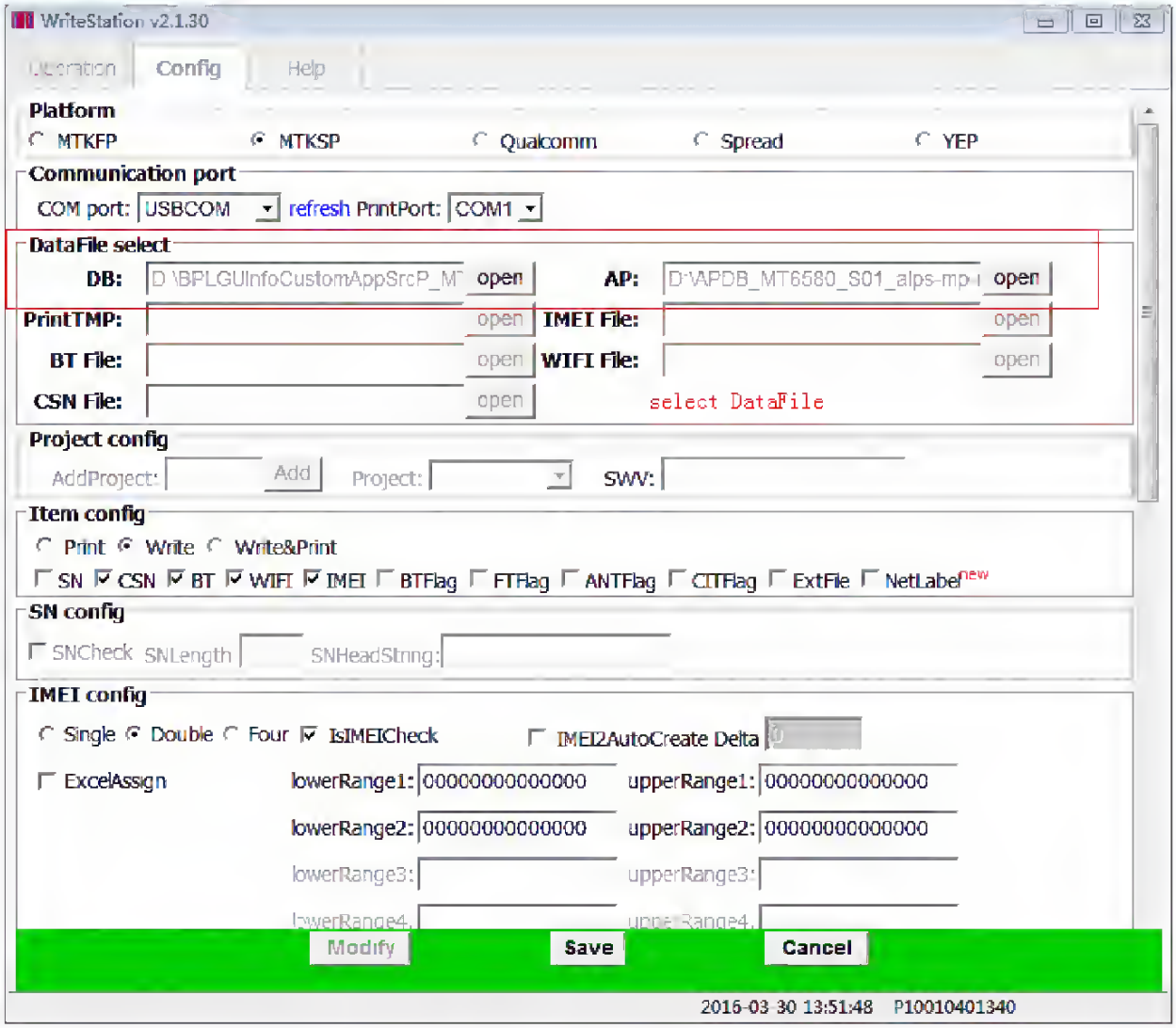
4.5：Communication port set



COM port：Set a communication port here, COM… should be set if UART is chosen as communication mode while USBCOM if USB is chosen as communication mode.
The list of com ports will be refreshed when "refresh" is clicked
User should choose a print port if user want to use print function.

Downloaded from www.Manualslib.com manuals search engine

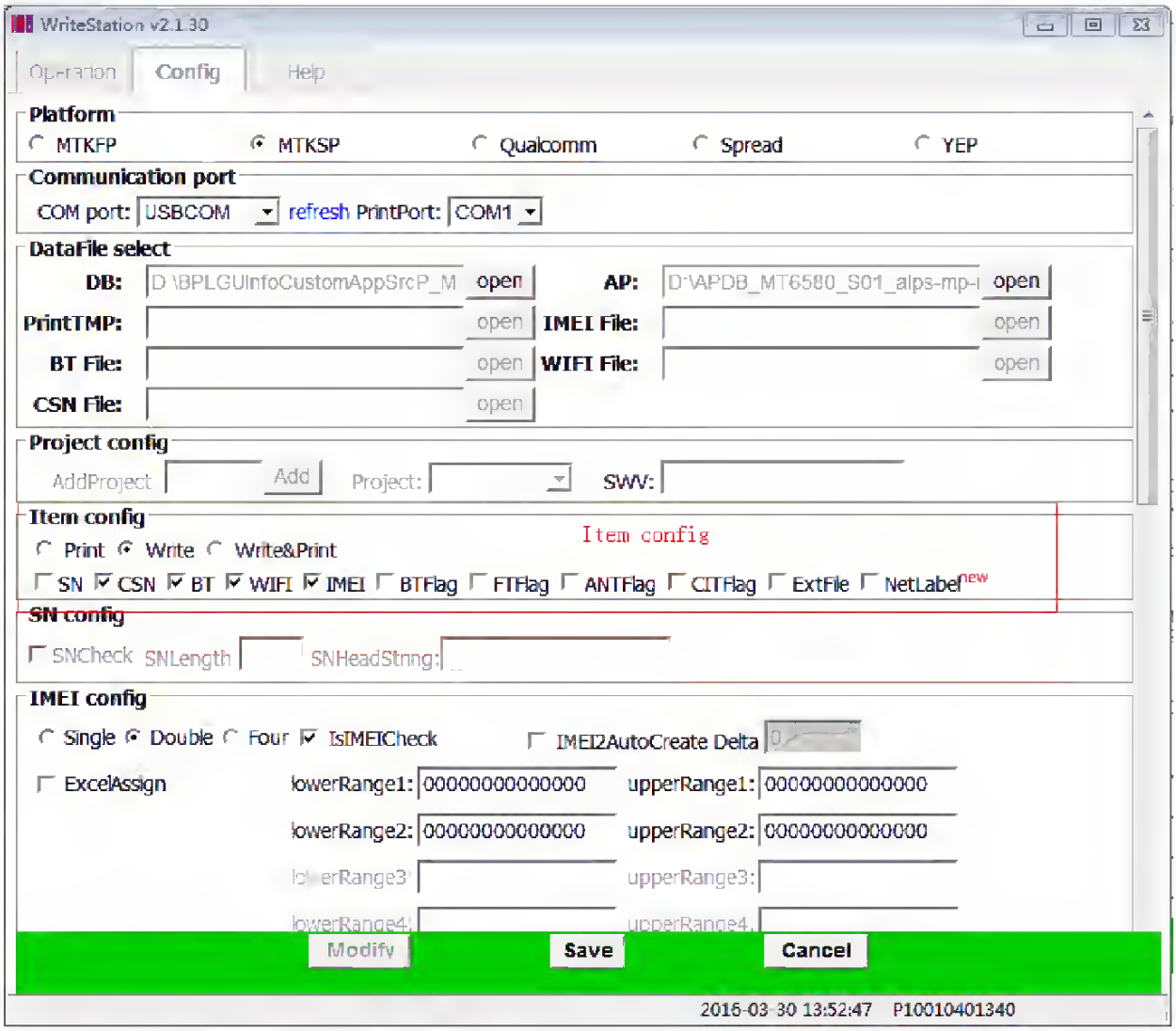
4.6：File set



DB：please choose a database file here, database file should begin with"BPLGUInfoCustomApp" and with no suffix；
AP：please choose a AP file, AP file should begin with"APDB"and with no suffix
PrintTMP：Please choose a print template file. The template file should as much like as supplied in help section.
IMEI File:Please choose a excel file filled with IMEI.

Downloaded from www.Manualslib.com manuals search engine

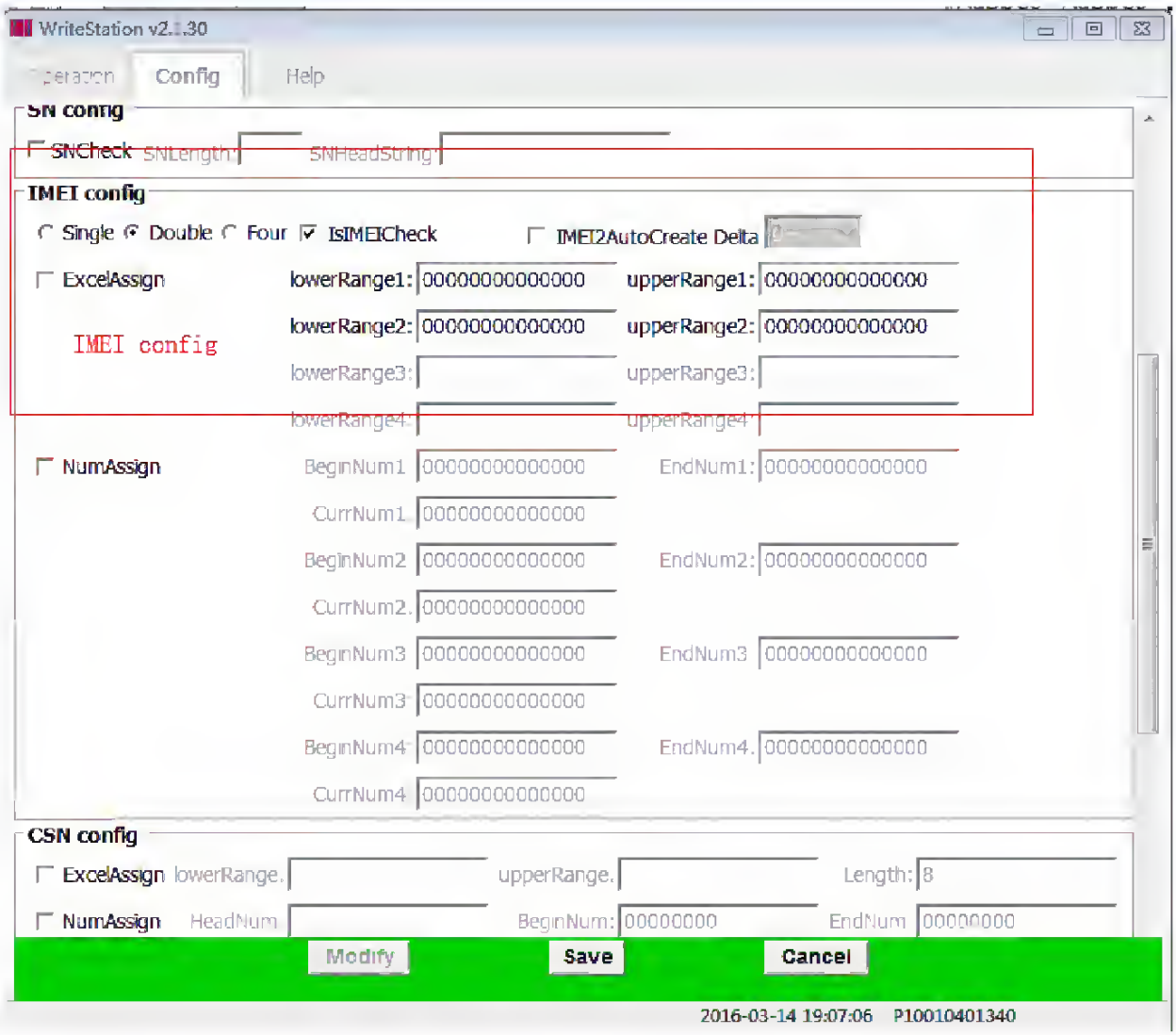
4.7：Project information set



Print: print only
Write: write number only
Write & Print: write number first and then print these numbers.
SN: SN writing will be enabled if this box is checked and disabled while unchecked
CSN: CSN writing will be enabled if this box is checked and disable while unchecked.
BT: BT writing will be enabled if this box is checked and disabled while unchecked
WIFI: WIFI writing will be enabled if this box is checked and disabled while unchecked
IMEI: IMEI writing will be enabled if this box is checked and disabled while unchecked
ExtFile:NetWork will be locked if this box is checked and ExtFile is selected
BTFlag: BTFlag writing or checking will be enabled if this box is checked and disabled while unchecked. Generally, if BTFlag is checked, tool will check the BTFlag.
FTFlag: FTFlag writing or checking will be enabled if this box is checked and disabled while unchecked. Generally, if FTFlag is checked, tool will check the FTFlag.
ANTFlag: ANTFlag writing or checking will be enabled if this box is checked and disabled while unchecked. Generally, if ANTFlag is checked, tool will check theANTFlag.
CITFlag: CITFlag writing or checking will be enabled if this box is checked and disabled while unchecked. Generally, if CITFlag is checked, tool will check the CITFlag.

Downloaded from www.Manualslib.com manuals search engine

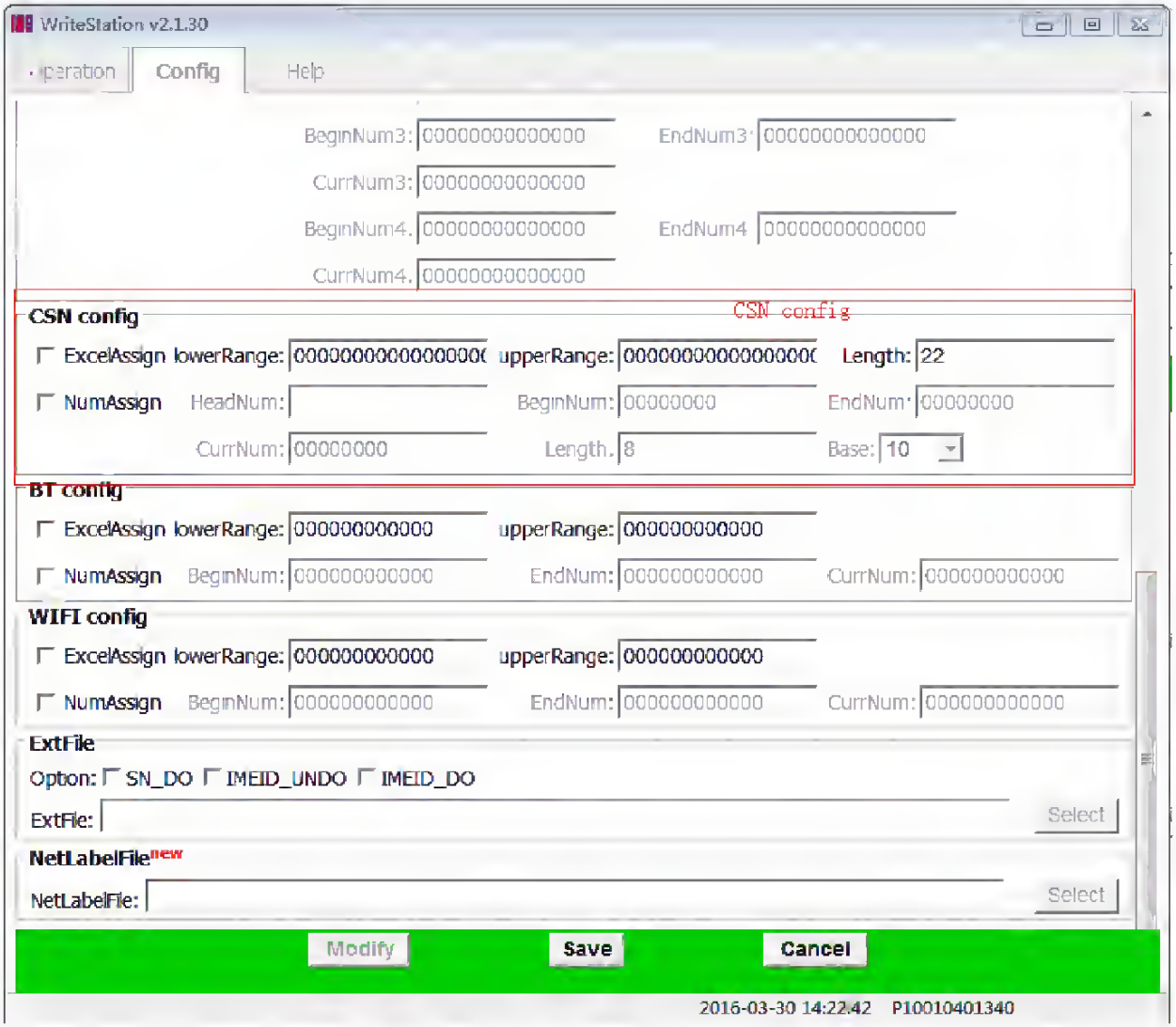
4.8：IMEI control information set



Single: indicates that you want write one IMEI only into your handset.
Double: indicates that you want to write two IMEI into your handset.
Four: indicates that you want to write four IMEI into your handset.
IsIMEICheck:check the validity of the last number of IMEI if this box is checked;
IMEI2-AutoCreate: IMEI2 will automatically counted according to IMEI1 if checked.
D-value: the delta value between IMEI1 and IMEI2
lowerRange：the lower range of IMEI.
upperRange：the upper range of IMEI. If the low value and the upper value are not zero at the same time，the tool will compare the IMEI which will be written with the low value and the upper value.

Downloaded from www.Manualslib.com manuals search engine

4.9：CSN control information set



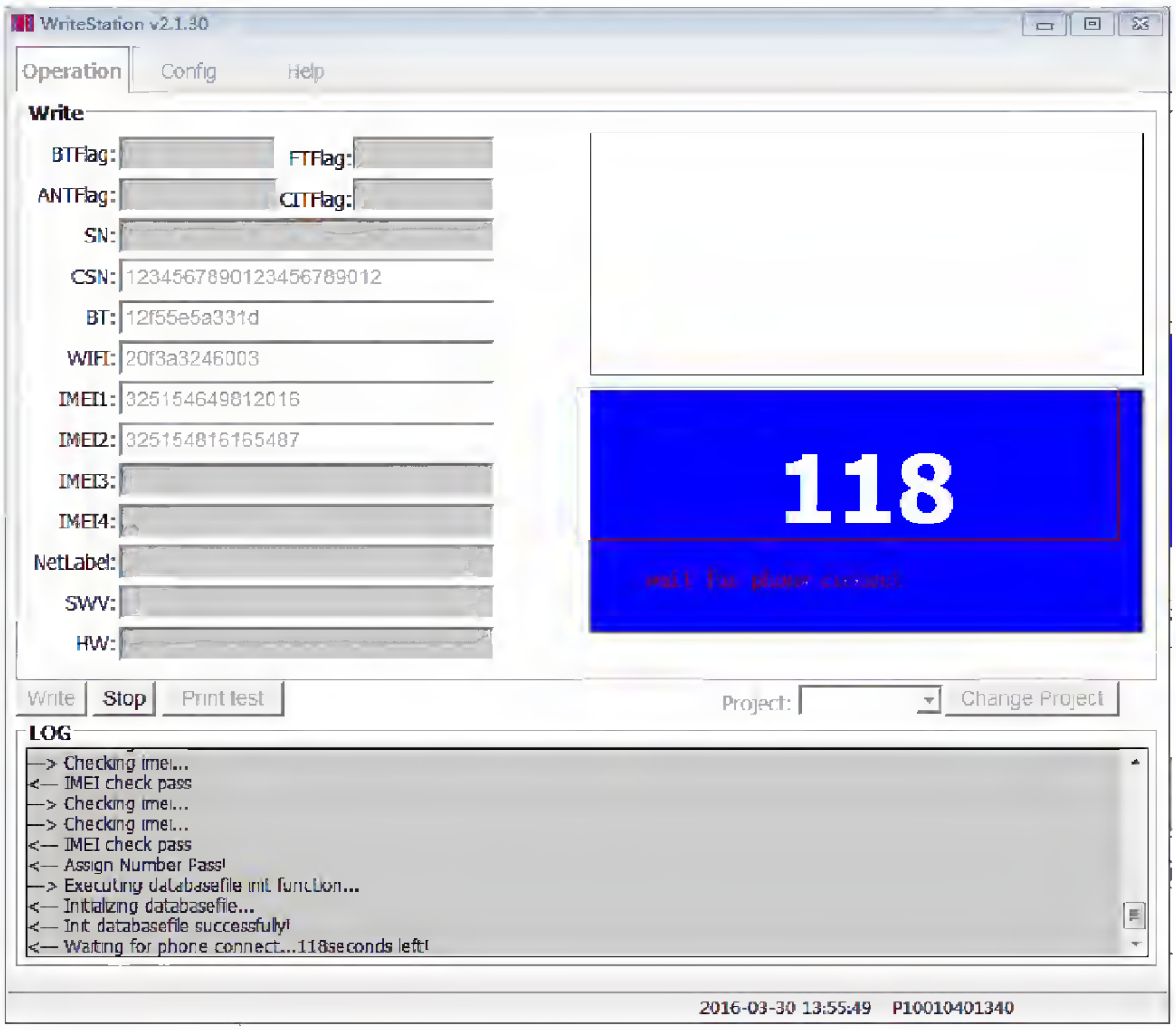
LowerRange：the lower range of CSN.

upperRange：the upper range of CSN. If the low value and the upper value are not zero at the same time，the tool will compare the CSN which will be written with the low value and the upper value.The count of zero should be equal to the "length"

Length：Input the length of CSN

Downloaded from www.Manualslib.com manuals search engine

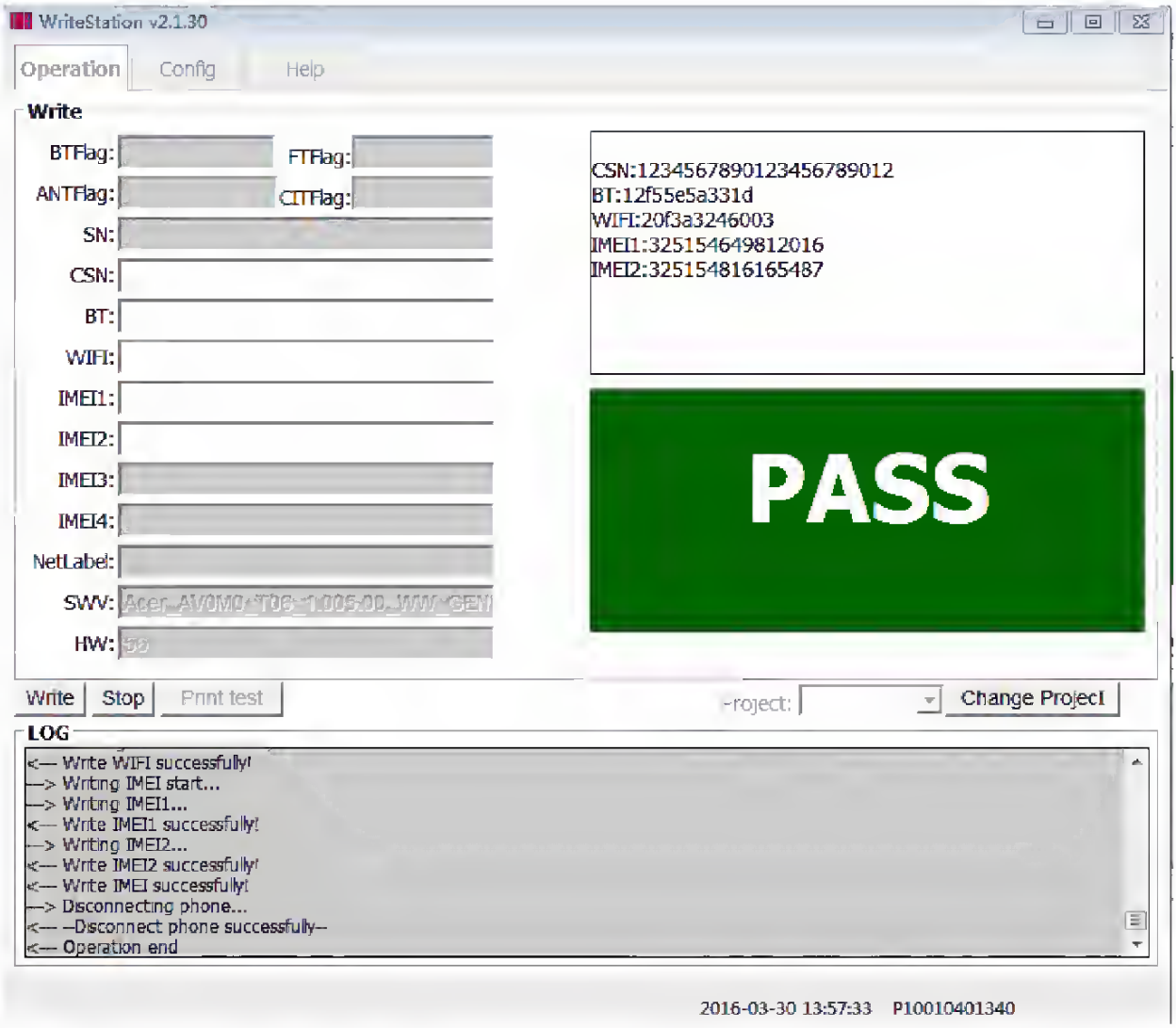
4.10: Click " Save" button,Then Change to "Operation" panel, and then input SN, BT, WIFI, and IMEI correctly, and then click "Write" or press "Enter" directly to start write number.
Tool will wait two minutes before phone connected, otherwise tool will stop automatically.



User should power to the phone and then connect PC and phone via usb cable when count occur showing as the upper picture.

Downloaded from www.Manualslib.com manuals search engine

4.11 ： Operation complete



Write CSN,IMEI, BT, WIFI successfully.

Downloaded from www.Manualslib.com manuals search engine

CHAPTER 3

Service and Maintenance

Introduction

This document contains general information about the phone, a list of tools needed to perform the required maintenance and steps on how to disassemble and re-assemble parts from the phone.

Disassembly and Assembly Guide

I. Precautions

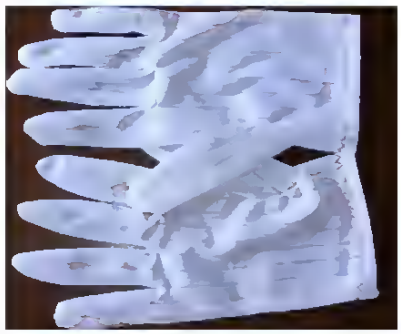
Before you perform any service and or repair on the phone, please follow the steps below first.

(1) Be sure that the phone is powered down.

(2) Disconnect the plug from the phone.

(3) Remove all rings, watches and any other metal objects from your hands.

(4) Always wear a ground strap on your hand to protect the phone from static discharge.



Downloaded from www.Manualslib.com manuals search engine

II. Appropriate Tools for Reference

The illustrations below show the appropriate tools that should be used for the phone's service and repair.

(1) Screwdriver

(2) Tweezers

Use a pair of tweezers to remove/insert cables.

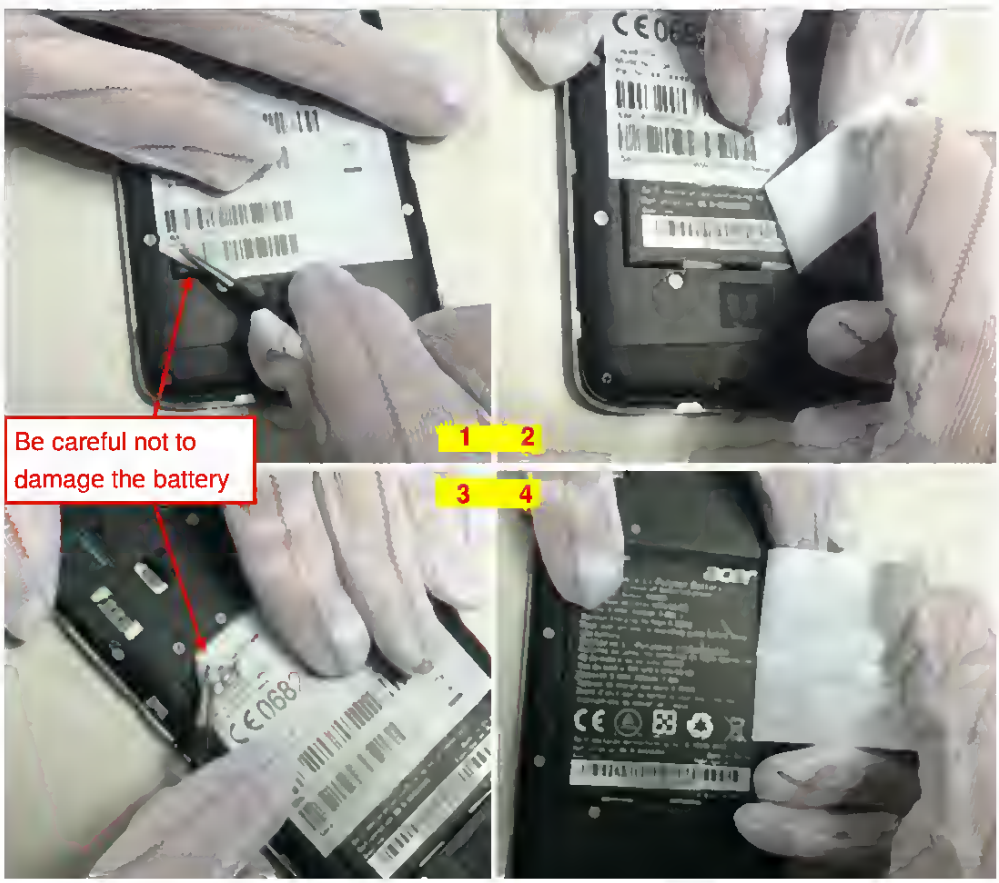
(3) Disassembly Blade

Downloaded from www.Manualslib.com manuals search engine

4. Disassembly Steps

(1) Disassemble the battery cover and remove battery mylar.
Insert the disassembly blade to the hook and take off the battery cover.

Remove battery mylar step:



Downloaded from www.Manualslib.com manuals search engine

(2) Remove the screws.

Use screw-driver to remove the 16 screws circled in red.

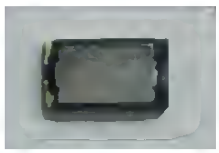
(3) Disassemble the rear cover.

Insert disassembly blade to the gap, and then take off the antenna cover.

Downloaded from www.Manualslib.com manuals search engine

(4) Disassemble speaker

Use tweezers to remove the speaker from the corner, please be careful when removing to avoid back foam being separated from speaker.



The remaining part is the defined rear cover module, which includes the rear cover and camera lens.

Downloaded from www.Manualslib.com manuals search engine

(S) Disassemble battery

Step 1: Disassemble battery connector;

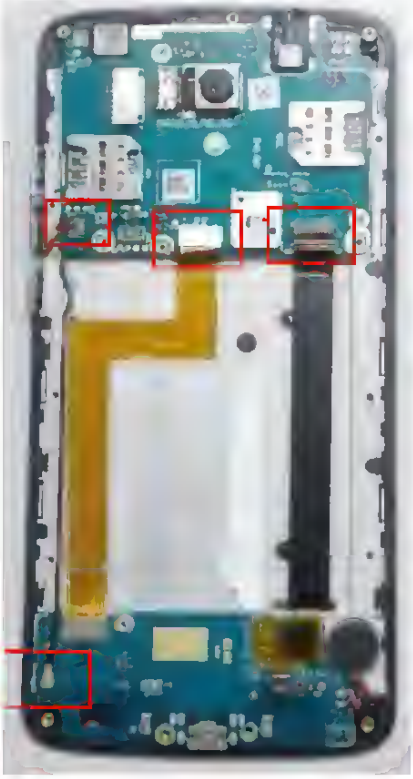
Step 2: Clip out battery adhesive tape by plastic tweezers;

Step 3: Pull out battery adhesive tape;

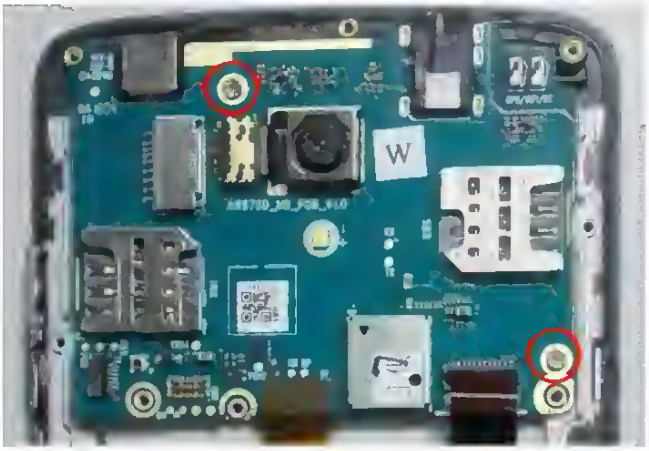
Step 4: Remove battery from A shell module.

Downloaded from www.Manualslib.com manuals search engine

(6) Use tweezers to disconnect LCD FPC, Link FPC, side key FPC, and then disassemble RF cable from Sub board.



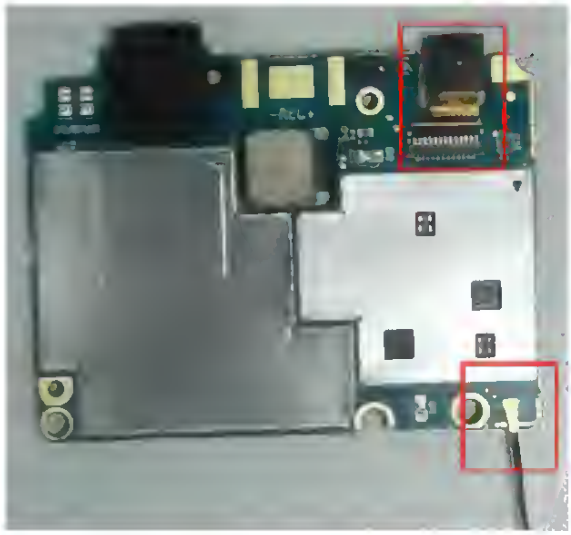
(7) Use screw driver to take off the 2pcs MB screws, and then remove the MB.

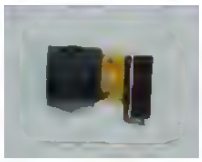


Downloaded from www.Manualslib.com manuals search engine

(8) Disassemble the RF cable, rear camera and front camera

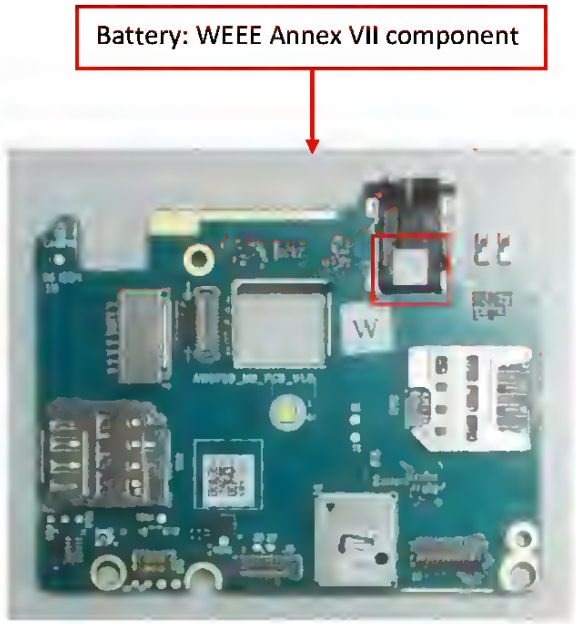
Use tweezers to remove RF cable from MB, then separate the rear camera and front camera from MB connector.



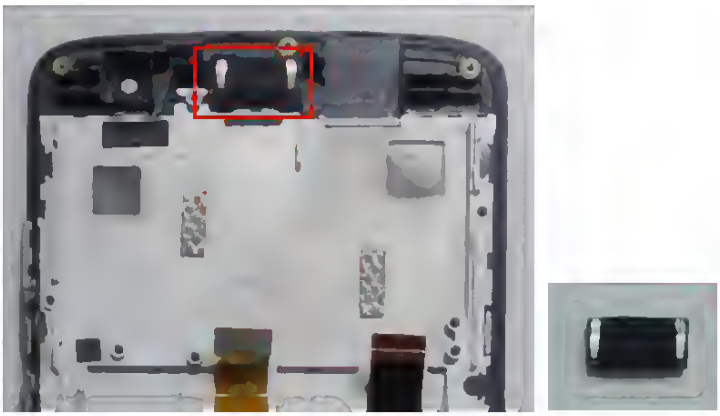


Downloaded from www.Manualslib.com manuals search engine

The remaining part is the defined MB Module, which includes MB, waterproof label

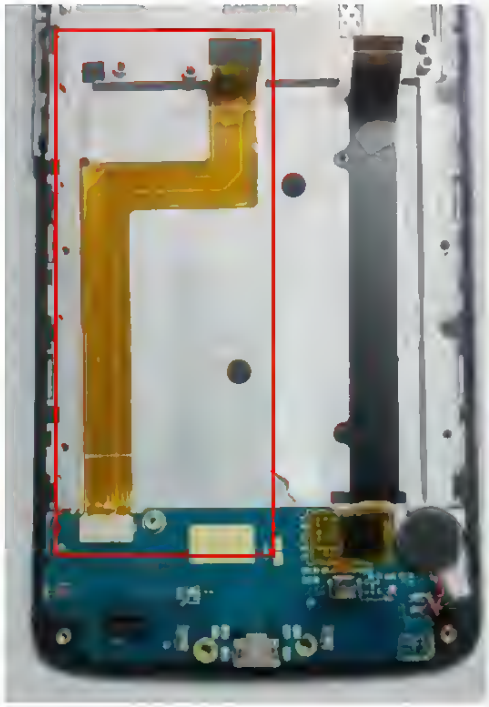


(9) Disassemble the receiver.
Use tweezers to disassemble the receiver from MB.

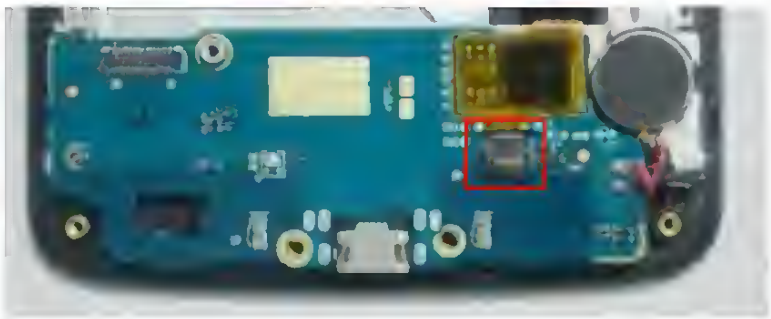


Downloaded from www.Manualslib.com manuals search engine

(10) Disconnect the Link FPC, then tear it off slowly.



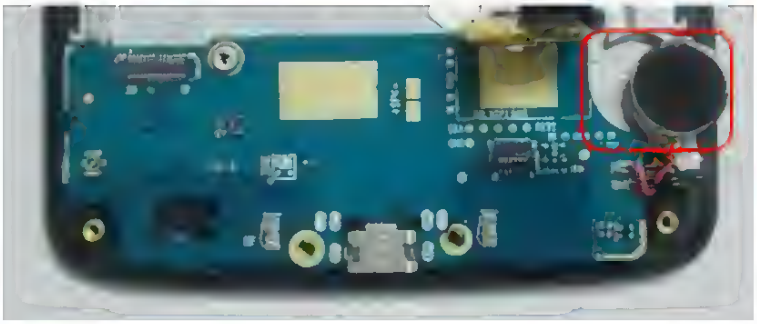
(11) Disconnect the TP FPC.
Use tweezers to disassemble the TP FPC from Sub.

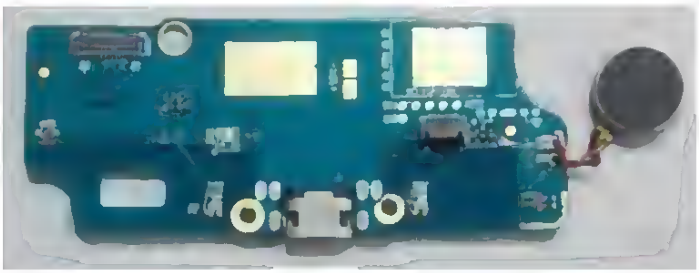


Downloaded from www.Manualslib.com manuals search engine

(12) Disassemble Sub

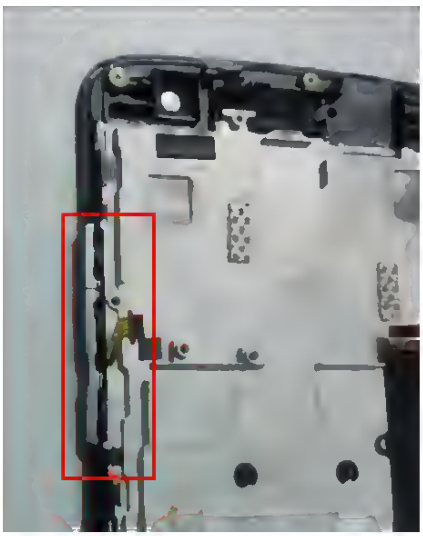
Use tweezers to loosen the motor from groove, then remove the Sub.

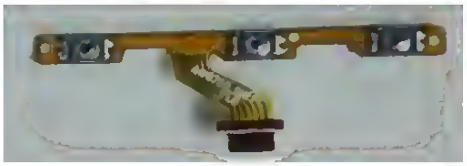




(13) Disassemble the side key and side key FPC.

Use tweezers to disassemble the side key and side key FPC, please be careful to avoid back gum of FPC being separated.





Downloaded from www.Manualslib.com manuals search engine

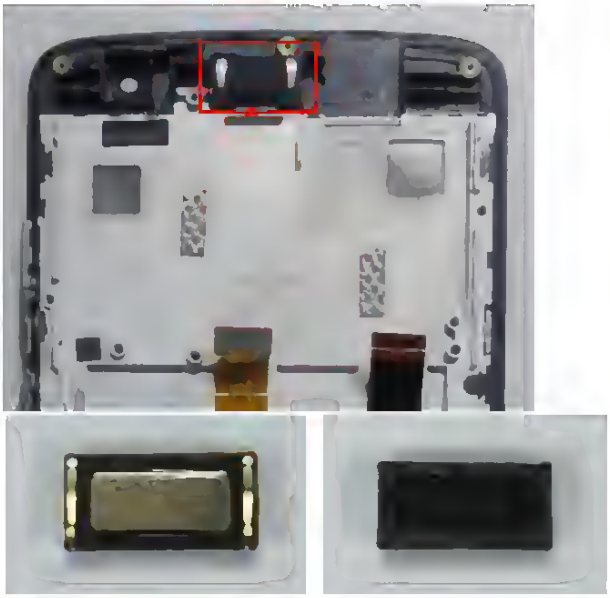
The remaining part is the defined LCD Module, which includes TP&LCD, front shell, receiver decoration, battery double-sided adhesive.

(14) When finishing disassembly steps, all the defined parts and modules are shown as below.

Downloaded from www.Manualslib.com manuals search engine

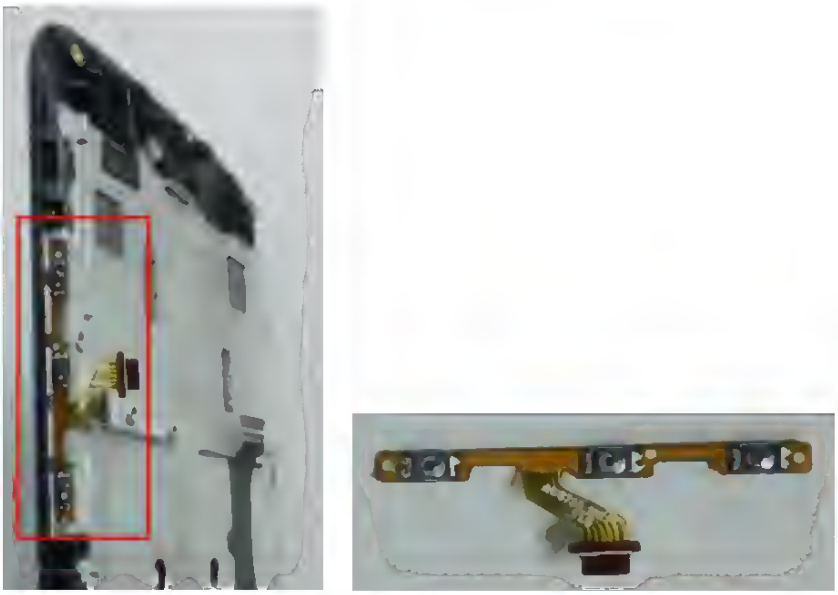
5. Re-assemble Steps

(1) User tweezers to assemble the receiver on LCD module, remind that its shrapnels are downward.



(2) Assemble the side key FPC.

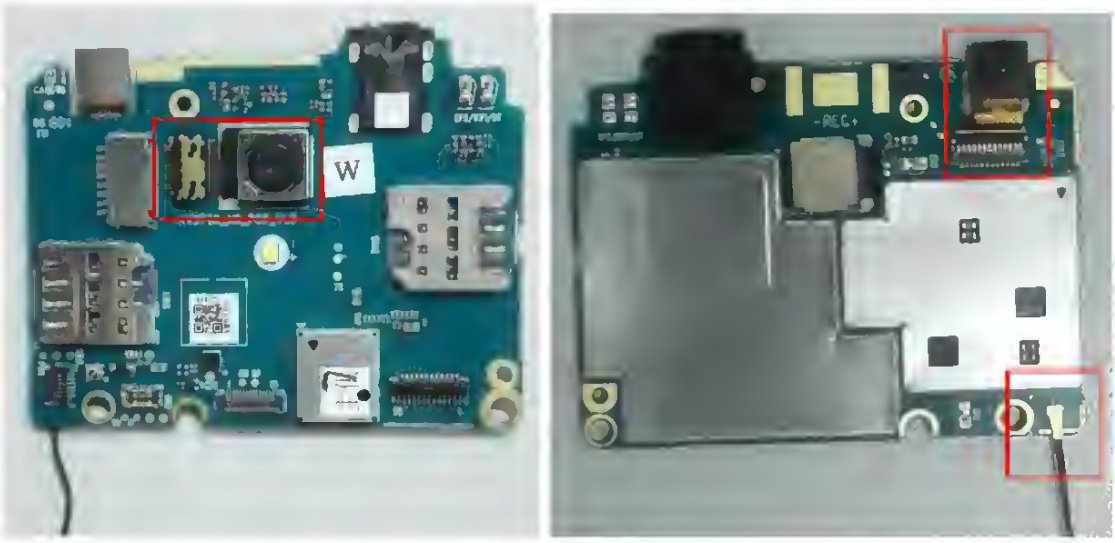
Use tweezers to paste the side key FPC aligning to two positioning holes.

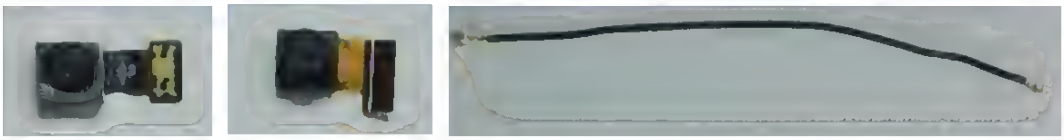


(3) Assemble MB assembly.

Firstly, assemble the front camera and rear camera on MB connector. Remind that FPC's white line should be parallel to connector cover. And then assemble the RF cable on MB.

Downloaded from www.Manualslib.com manuals search engine

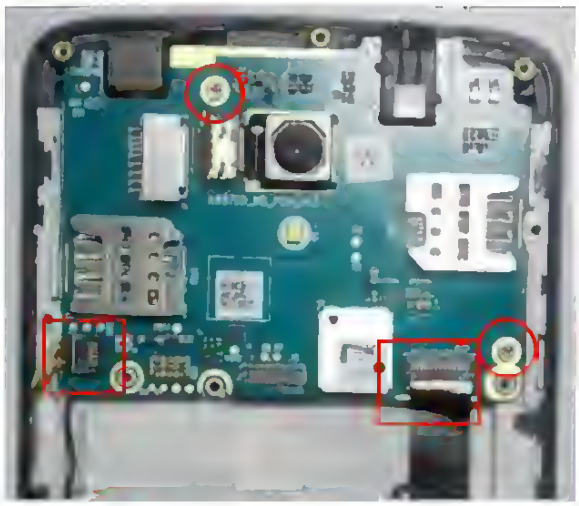




(4) Assemble MB module on LCD module.

Firstly, assembly the MB in the housing, use tweezers to lock 2pcs MB screws, then connect the LCD FPC and remind that FPC's white line should be parallel to connector cover.

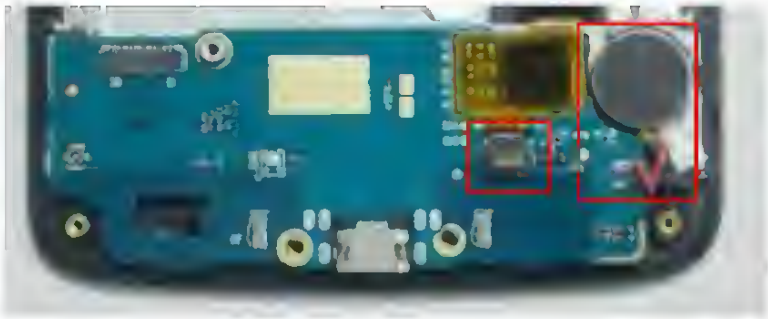
Thirdly, connect the side key FPC to MB.



Downloaded from www.Manualslib.com manuals search engine

(S) Assemble the Sub.

Firstly, fix the Sub according to the positioning hole, then connect Sub with TP FPC, remind that FPC's white should be parallel to connector cover. Finally, twist the motor coil for 2 circles and fix the motor on the groove.



(6) Assemble Link FPC

Assemble Link FPC one side to the connector on MB, gently paste it along the groove, then assemble the other side to the connector on Sub.

Downloaded from www.Manualslib.com manuals search engine

(7) Assemble RF cable.

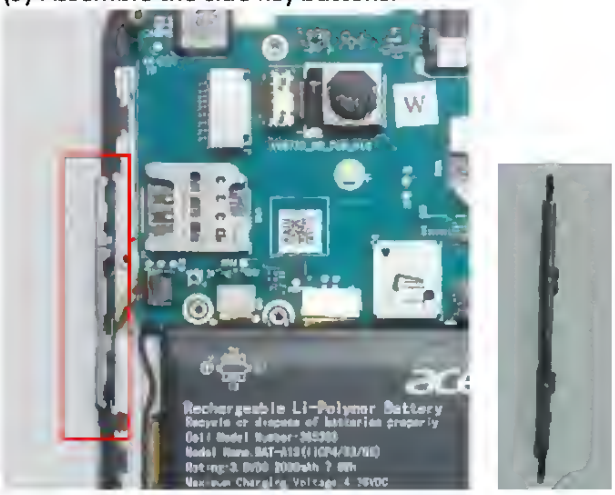
Assemble RF cable another side on Sub.

(8) Assemble battery

Assemble the battery to the right place, connect the battery connector.

Downloaded from www.Manualslib.com manuals search engine

(9) Assemble the side key buttons.



(10) Assemble rear cover.

Assemble the speaker to rear cover module, remind that two shrapnels of speaker are leftward. Then compress the rear cover, and assemble 16pcs screws.

Downloaded from www.Manualslib.com manuals search engine

(11) Paste battery mylar

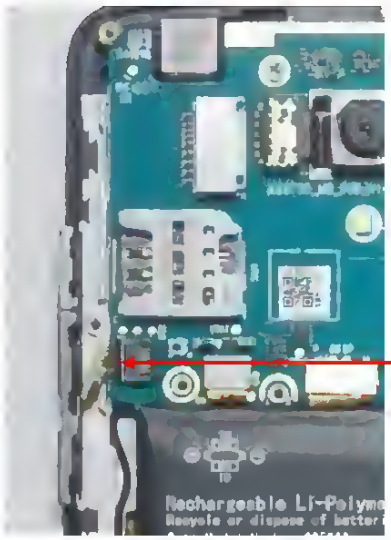
(12) Combine and compress the battery cover with the handset.

Downloaded from www.Manualslib.com manuals search engine

V. L2 Troubleshooting Guide

1. Fail to power on

NO.	Issue Description	Cause	Solution
1	Fail to power on	Side key FPC isn't welded well	re-weld
		side key FPC breaks	replace side key FPC
		MB has defects	Refer to MB Service Manual

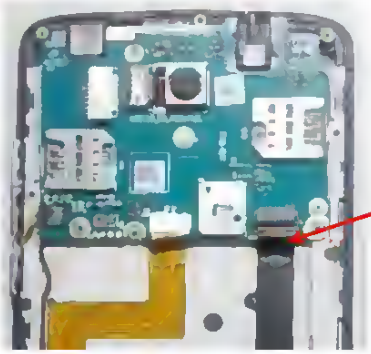


1. Check if the FPC is damaged or connects improperly
2. Replace the power key FPC
3. Check and repair MB

2. LCD issue

NO.	Issue Description	Cause	Solution
1	LCD shows blank screen/white screen/lines	LCD FPC isn't well assembled	re-assemble LCD FPC
		FPC breaks	replace LCD
		MB has defects	Refer to MB Service Manual
		Link FPC isn't well assembled	re-assemble FPC
		Link FPC breaks	replace Link FPC
		SW cause	re-update software
		FPC connector damages	replace LCD
2	LCD has defective appearance	LCD scratches	replace LCD
		LCD is damaged	replace LCD

Downloaded from www.Manualslib.com manuals search engine



1. Check if LCD FPC is assembled in place without breaking.
2. Use fixture to test LCD quality, replace LCD if bad.
3. Check and repair MB.

3. TP issue

NO.	Issue Description	Cause	Solution
1	TP touch pad fails	FPC isn't well assembled	re-assemble TP FPC
		FPC breaks	replace TP
		MB is damaged	refer to MB Service Manual
2	TP appearance has defects	TP scratches	replace TP
		TP is damaged	replace TP

1. Check if TP have scratches, damages and defective appearance.

2. Check if TP FPC is assembled in place or breaks.
3. Use fixture to test TP quality, replace it if bad.
4. Check and repair MB.

Downloaded from www.Manualslib.com manuals search engine

4. Side key buttons issue

NO.	Issue Description	Cause	Solution
1	Side key button has no response	Side key FPC's connection has defects	replace FPC
		Side key button has defects	1.replace the battery cover 2.replace side key FPC

1. Check the side key button's touching, if it is assembled in place.

2. Check if the side key FPC are flexible, if the FPC is inserted in place.
3. Check if the power key FPC is welded well.
4. Check if the side key FPC isn't well connected or breaks; replace it if bad.
5. Check and repair MB

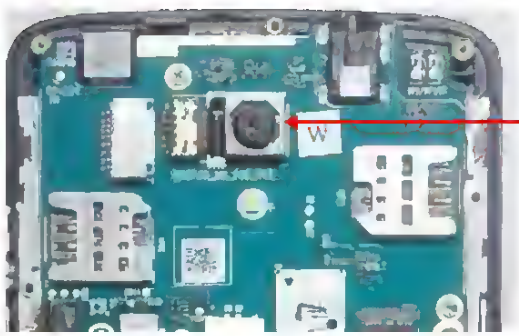
Downloaded from www.Manualslib.com manuals search engine

5. Charging issue

NO.	Issue Description	Cause	Solution
1	No charging	USB cable breaks	Replace USB cable
		Charging head is broken	Replace charging head
		MB is damaged	Refer to MB Service Manual
2	Charging slowly	USB cable breaks	Replace USB cable
		Charging head is broken	Replace charging head
		MB is damaged	Refer to MB Service Manual

6. Rear camera issue

NO.	Issue Description	Cause	Solution
1	Camera not prepared, not working/No function	Rear camera FPC isn't well assembled	re-assemble camera FPC
		Rear camera is defective	Replace the camera
		MB is damaged	Repair MB
2	Cannot start the rear camera	Rear camera is defective	Replace the camera
3	Picture fault	FPC isn't well assembled or connection has defects	re-assemble camera FPC
		Rear camera has defects	Replace the camera
		MB is damaged	Repair MB

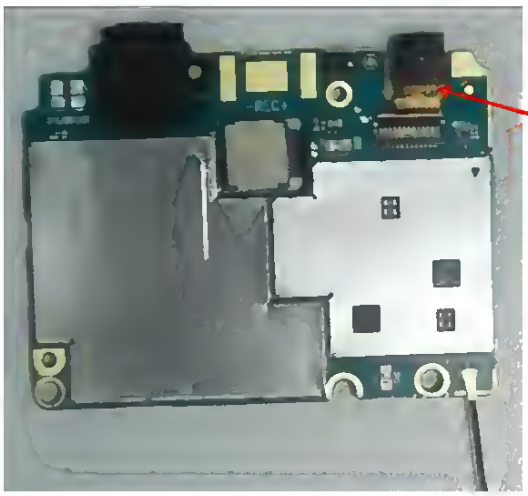


1. Check if the FPC is assembled in place or breaks.
2. Use fixture or good MB to test the camera quality.
3. Check and repair MB

Downloaded from www.Manualslib.com manuals search engine

7. Front camera issue

NO.	Issue Description	Cause	Solution
1	Camera not prepared, not working/No function	Front camera FPC isn't well assembled	re-assemble
		Front camera is defective	Replace the camera
		MB is damaged	Repair MB
2	Cannot start the front camera	Front camera is defective	Replace the camera
3	Image fault	Front camera FPC isn't well assembled	re-assemble
		Front camera is defective	Replace the camera
		MB is damaged	Repair MB

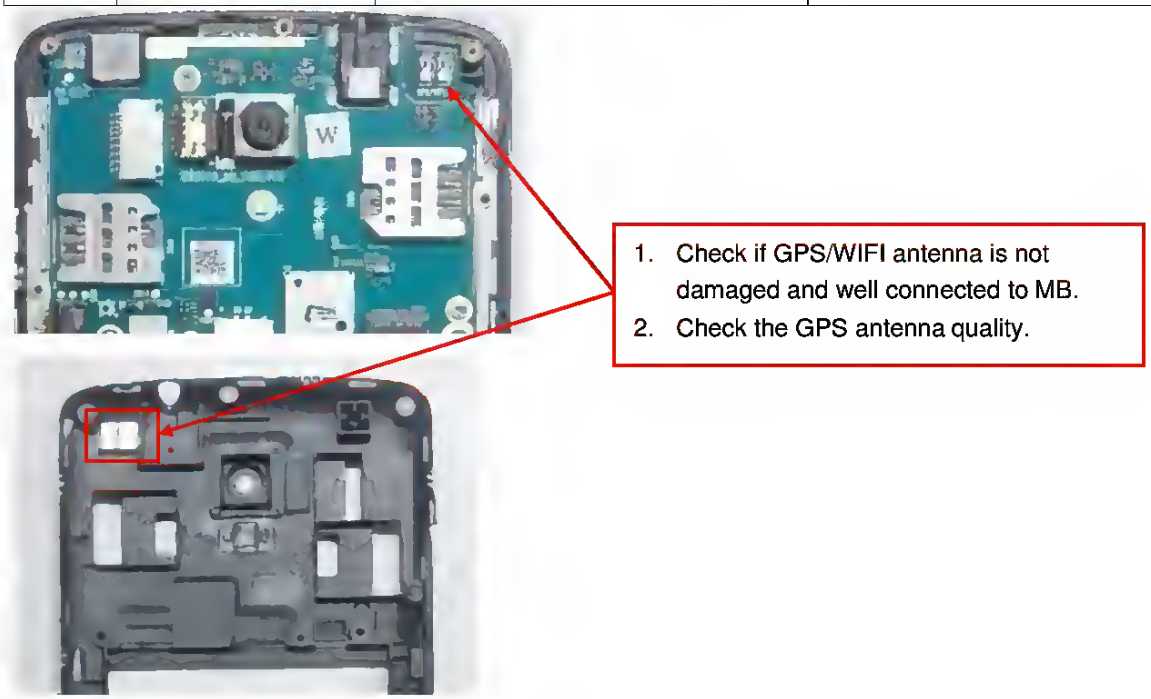


1. Check if the camera FPC is assembled in place or breaks.
2. Use fixture or good MB to test the camera quality.
3. Check and repair MB.

Downloaded from www.Manualslib.com manuals search engine

8. Antenna cover issue

NO.	Issue Description	Cause	Solution
1	no signal	Antenna cover appearance is defective	Replace antenna cover
		Antenna shrapnel badly connect to SB	Replace antenna cover



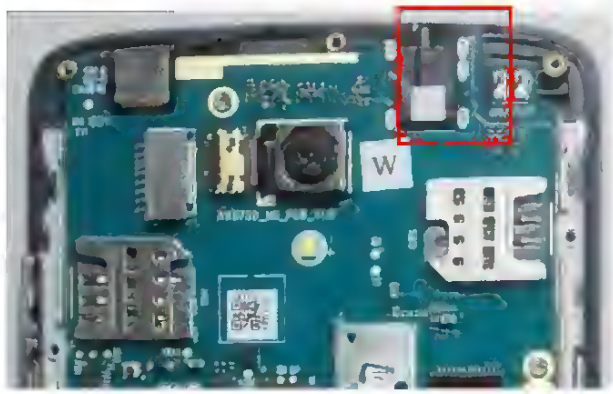
9. MP4 plays abnormally

NO.	Issue Description	Cause	Solution
1	Multi-media plays abnormally	MB is damaged	Repair MB
		SW issue	Upgrade SW
		Speaker box is defective	replace Speaker box
		Speaker box isn't well assembled	re-assemble

Downloaded from www.Manualslib.com manuals search engine

10. Earphone issue

NO.	Issue Description	Cause	Solution
1	No function	Earphone socket is defective	replace earphone socket
		MB is damaged	Repair MB
2	Earphone acoustic anomaly	Earphone socket is defective	replace earphone socket
		MB is damaged	Repair MB



11. Receiver/speaker box issue

NO.	Issue Description	Cause	Solution
1	Acoustic anomaly	Speaker/receiver has defects	replace it
		MB/SB has defects	Repair MB/SB
2	No sound	Speaker/receiver connects poorly	re-assemble it
		Speaker/receiver has defects	replace speaker/receiver
		MB/SB has defects	Repair MB/SB

1. Check if the speaker/receiver shrapnel connection to SB/MB.
2. Check the speaker/receiver quality.
3. Check and repair MB/SB.

Downloaded from www.Manualslib.com manuals search engine

12. Microphone issue

NO.	Issue Description	Cause	Solution
1	Acoustic problem	MIC has defects	replace
		Miss assembling MIC rubber case	Re-assemble
		MB has defects	Repair MB
2	MIC has no sound	MB has defects	Repair MB

13. Battery issue

NO.	Issue Description	Cause	Solution
1	Screen shows charging but fail	MB has defects	Repair MB
2	Fail to fully charge	Battery problem	replace
		MB problem	Repair MB
3	Fail to charge	MB has defects	Repair MB

Downloaded from www.Manualslib.com manuals search engine

Diagnostic Tool APK SOP

1. Introduction

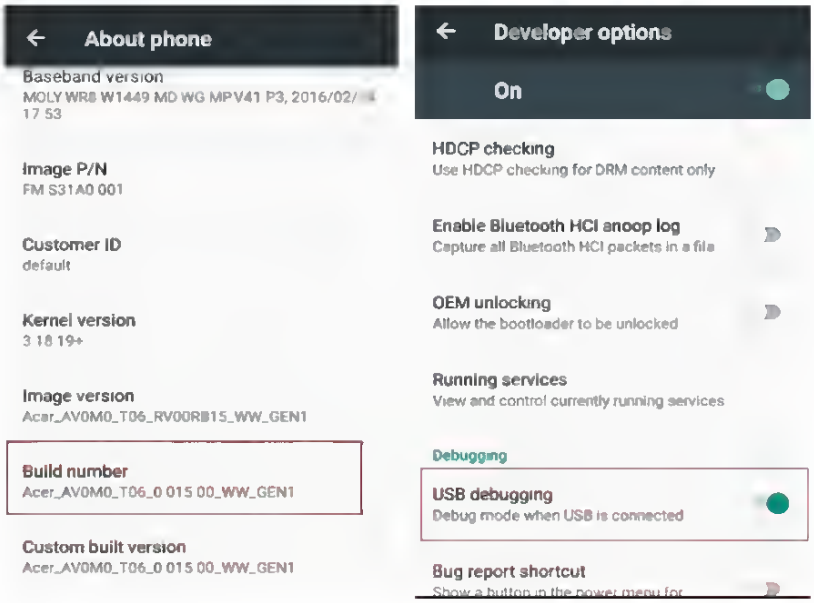
This SOP is available for simple tests of hardware devices by customer service maintenance personnel, such as key, LCM, SD, camera. Results of tests will be written into log for research designer to analyze. This SOP mainly includes tool installation guide, operating interface and function introduction of each test item.

2. Installation Method

2.1 Open Developer Mode

Enter into the settings menu→ "About Phone" menu, and continuously click on item "Build number" until the clue "You are now a developer" appears. Then be back to the settings menu and enter into "Developer options", and check "USB debugging" as shown.

Downloaded from www.Manualslib.com manuals search engine

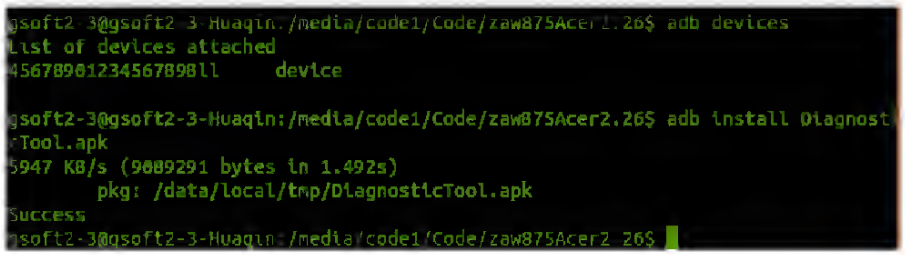


2.2 Use Instructions to Install Diagnostic Tool APK

2.2.1 Unzip the compressed package and take out Diagnostic Too.apk

2.2.2 Use adb instructions to install test tool apk.

First use adb devices instruction to check whether the tablet is connected into PC, then use adb install Diagnostic Tool.apk instruction to install this apk. See operating diagram as below.



Wait for seconds when using install instructions, congratulations to you on the word "Success" appearing as the picture above.

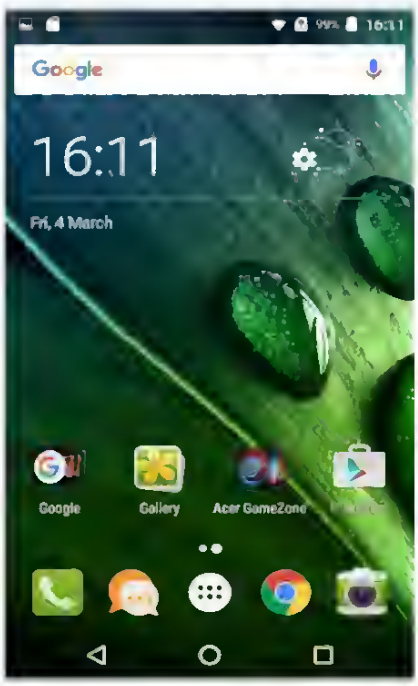
Downloaded from www.Manualslib.com manuals search engine

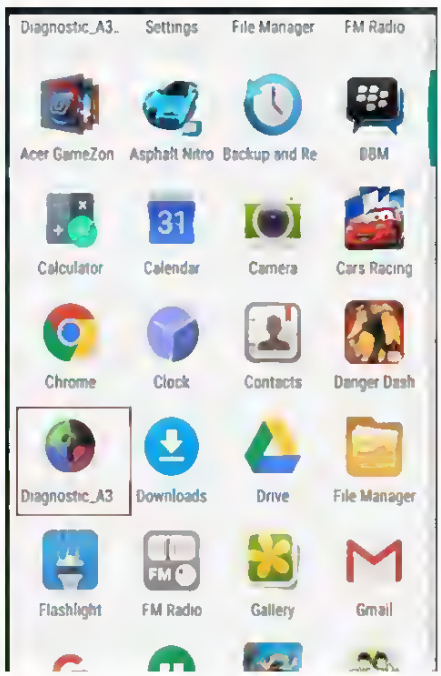
3. Test Items (A Total of 12 Items)

1 Touch
2 LCM
3 BackLight
4 Audio
5 Key
6 Vibration
7 G-sensor
8 SD/ExSD
9 Wifi
10 BT
11 Camera
12 Battery

4. Function Description

4.1 In the Home interface, click on menu, then find out the Application Icon "Diagnostic_A3-A20_v1 004" and you can enter into the main interface of application. See the operating diagram as below.

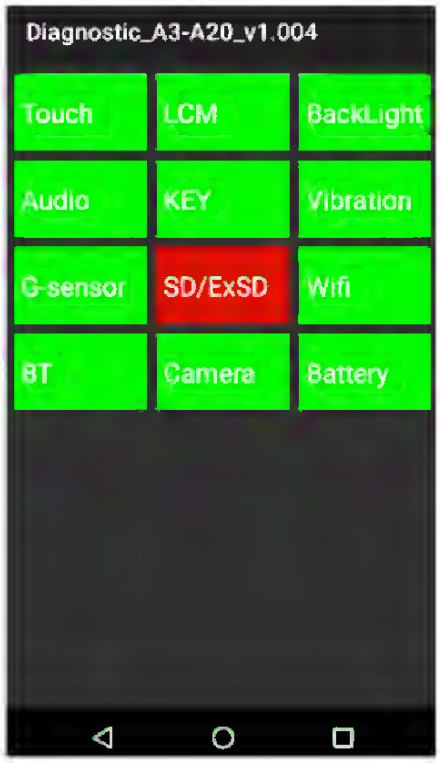




Downloaded from www.Manualslib.com manuals search engine

4.2 Application Program Function Analysis of Diagnostic Tool's Main Interface

See the main interface as below: Each button represents a test item, white ones mean untested items, red ones mean failed items, and green ones mean passed items.



Test results will be stored in "/sdcard/Factory/Diagnostic/ _TestResult.txt" Each test result is stored in the test result text. Therein,

NA represents untested item;

Fail represents failed item;

Pass represents passed item.

The operating process diagram below is about how to check _TestResult.txt. (The first line of "/sdcard/Factory/Diagnostic/ _TestResult.txt" represents version number of Diagnostic Tool)

Downloaded from www.Manualslib.com manuals search engine

5. Operational Methods of Test Items

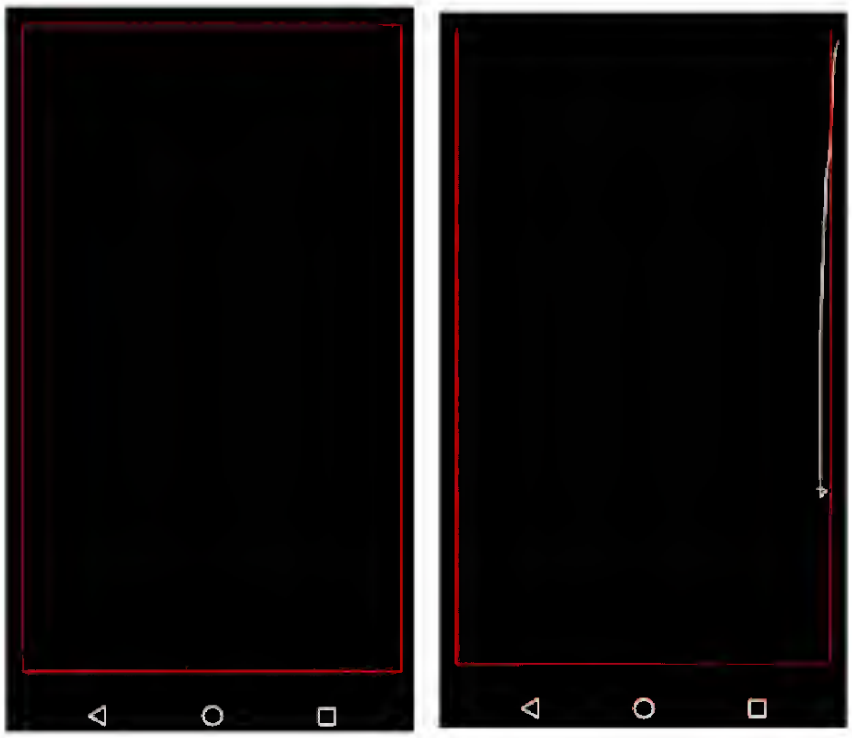
- Among all the test items, only SD/ExSD Test Item needs to insert SD card, other test items have no limits.
- During the test, you can exit the current test when clicking on "Back Key" and return to the main test interface, the current test will keep the last test result.

6. Test Content Description

6.1 Touch----TP Test

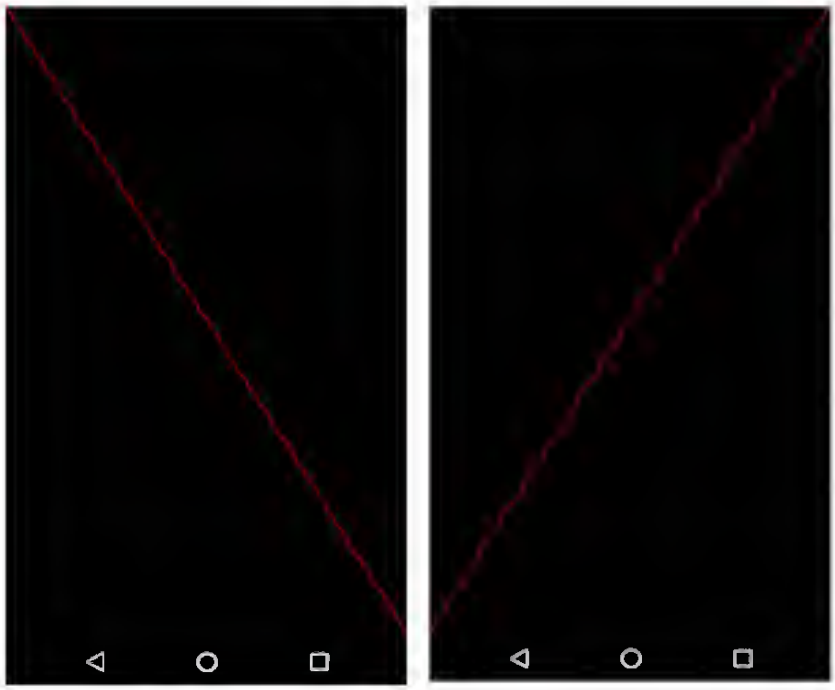
According to the displayed red line, finish drawing each red line in turn. During the process, your finger can not leave the screen until the current line is completely finished.

- **The 1st test:** Use one finger to finish drawing four lines on the periphery of screen in turn. Each red line will disappear after finishing draw every time.
  Test interface as below: The left diagram is a screenshot of beginning while the right one is a screenshot of drawing. The white line is a drawing route. Note that your finger can not leave the screen until the current line is completely finished.



- **The 2nd test:** Draw diagonal lines in turn, which is identical to the above method.

Downloaded from www.Manualslib.com manuals search engine



Pass Standards:

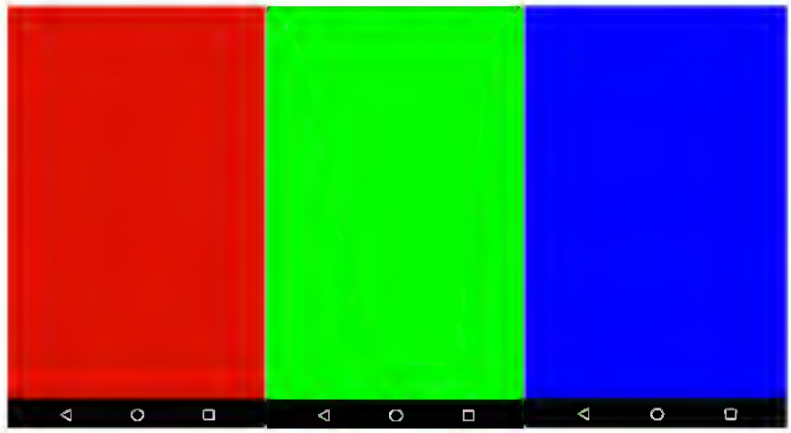
- Finish drawing six lines above in turn.
- Finger needs to be close to the red line when drawing.
- Disconnection or other abnormities can not happen.
- An interface for RD judgment will appear after finishing drawing as shown.

- RD judges whether pass or fail, then click on the corresponding button, and the test result will be written into "/sdcard/Factory/Diagnostic/ _TestResult txt" at this time.

6.2 LCM----Fluorescent Screen Test

Downloaded from www.Manualslib.com manuals search engine

- Click on this test item, test red->green->blue->white->black as shown.
- The test passes if the picture is clear and the color is saturated. Otherwise, it fails.
- Check whether pass or not by visual inspection.
- After the test is done, click on "Pass" or "Fail" button to exit the test Test result will be automatically written into "/sdcard/Factory/Diagnostic/_TestResult.txt"



Test result interface as below.

Downloaded from www.Manualslib.com manuals search engine

6.3 Back Light----Back Light Test

- Click on this test item, the levels of back light brightness in turn as shown: 1.0→0.75→0.5→0.25→0.0.
- Check whether the back light weakens in turn by visual inspection.
- Check whether pass or not by visual inspection.
- After the test is done, click on "Pass" or "Fail" button to exit the test. Test result will be automatically written into "/sdcard/Factory/Diagnostic/_TestResult.txt"

Test result interface as below.

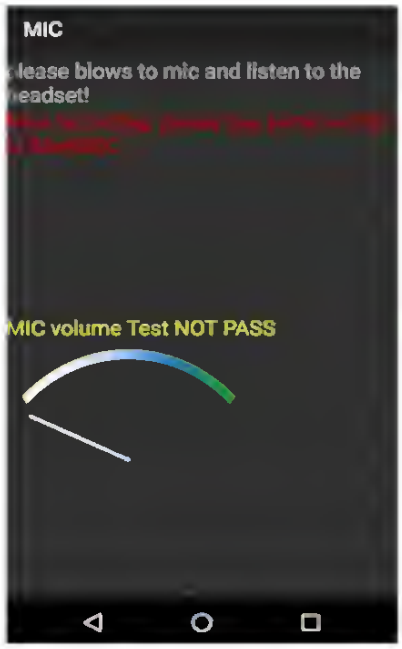
Downloaded from www.Manualslib.com manuals search engine

6.4 Audio----Audio Frequency Input & Output Test

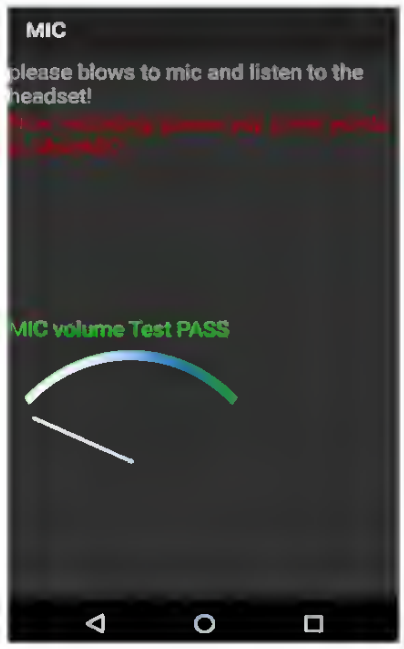
- **The 1st test----Speaker Test:** to check the normality of the speaker. After entering in to the test, click on "Pass" if the speaker sounds normally.

- **The 2nd test----MIC Test:** After clicking on the "Pass" button and enter into this test, which is to check the normality of MIC. After entering into the test, you closely say some words to the MIC. The test will pass if the pointer deflects and shows "MIC volume Test Pass".
- Picture A is the first interface of MIC test: Tester blows to the main MIC.
- Picture B will appear: MIC volume Test Pass, when the sound is big enough. Continuously pronounce to the main MIC and the system will record it.
- Picture C will appear when the headset is inserted. Listen whether the headset makes the same sound without noise, so as to prove the normality of MIC. Click on "Pass" if normal. Otherwise, click on "Fail".

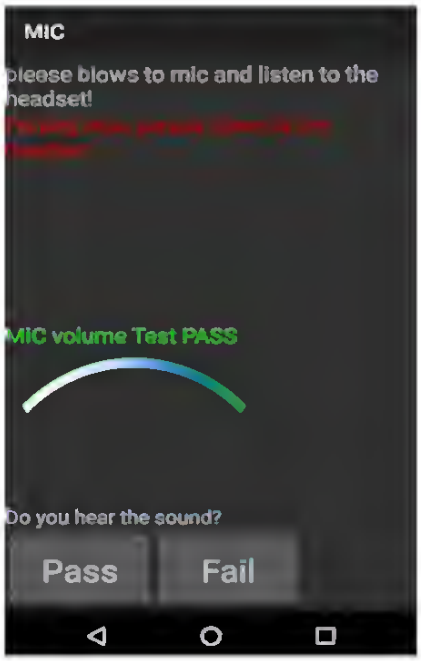
Downloaded from www.Manualslib.com manuals search engine



Picture A



Picture B



Picture C

- **The 3rd test----Headset Test:** Click on "Pass" button and enter into this test, which is to check its normality. Insert the headset before test, and say some words to the receiver of the headset. After three seconds, listen whether the headset makes the same sound, so as to prove its validity. If the headset MIC works normally, press the hang-up key, and the corresponding headset key will show "press". Click on "Pass" if the headset hang-up key is normal.

Downloaded from www.Manualslib.com manuals search engine

- After the test is done, click on "Pass" or "Fail" button to exit the test. Test result will be automatically written into "/sdcard/Factory/Diagnostic/_TestResult.txt".

6.5 Key----keypad Test

- After entering in to the test, tester will see every key value on the screen. Click on the key and the corresponding value will disappear to prove the key's validity. Click on "Pass" if all the keys are normal.
- After the test is done, click on "Pass" or "Fail" button to exit the test. Test result will be automatically written into "/sdcard/Factory/Diagnostic/_TestResult.txt".

Downloaded from www.Manualslib.com manuals search engine

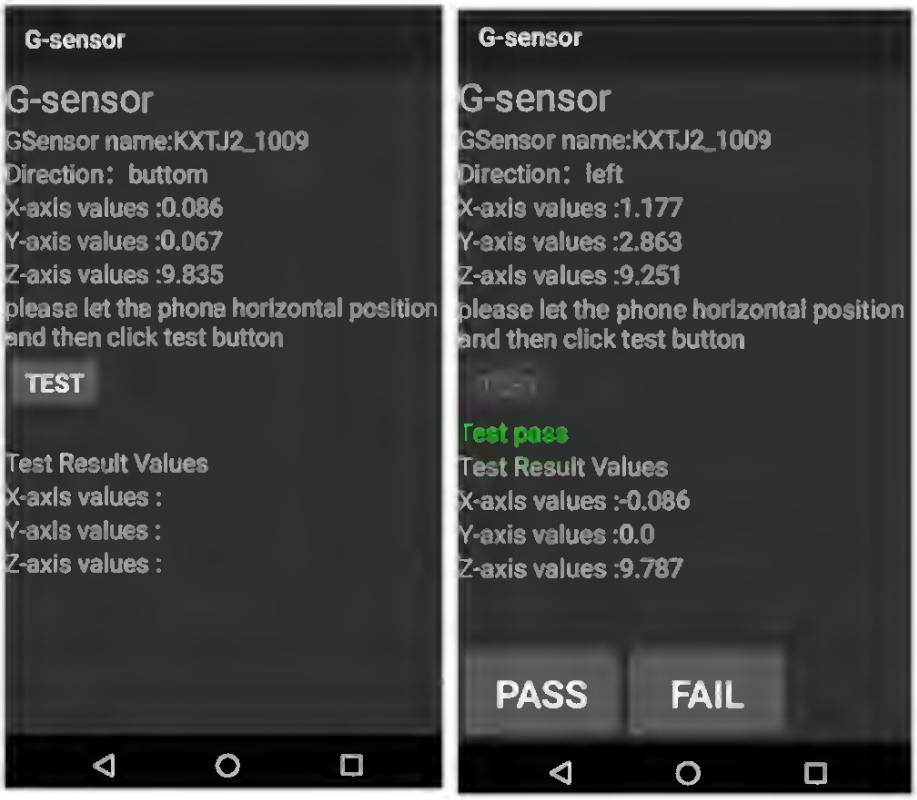
6.6 Vibration----Motor Vibration Test

- When entering into this test item, the motor will vibrate. Tester press "Pass" if see this phenomenon.
- After the test is done, click on "Pass" or "Fail" button to exit the test. Test result will be automatically written into "/sdcard/Factory/Diagnostic/_TestResult.txt".

6.7 G-sensor----Gravity Sensor Test

- This test is to check its normality. Put the phone on the horizontal test fixture, after entering into the test interface (the left picture), click on "test" button to begin the test, the program will automatically judge the result. The right picture will appear after a successful judgment.
- After the test is done, click on "Pass" or "Fail" button to exit the test. Test result will be automatically written into "/sdcard/Factory/Diagnostic/_TestResult.txt"

Downloaded from www.Manualslib.com manuals search engine



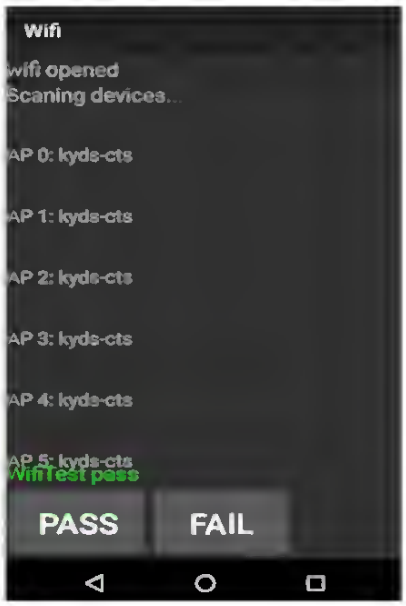
6.8 SD/ExSD----SD Card Test

- Insert a valid SD card before starting up this test.
- This test is to check whether the Phone can detect the SD card and check the total memory, the available memory This test will passé if the three functions work normally.
- After the test is done, click on "Pass" or "Fail" button to exit the test. Test result will be automatically written into "/sdcard/Factory/Diagnostic/_TestResult.txt".

Downloaded from www.Manualslib.com manuals search engine

6.9 Wifi----Wifi Test

- This test is to check the normality of Wifi function. After entering into the test, the test will pass if the tablet can receive Wifi wireless signals and show "Wifi Test Pass".

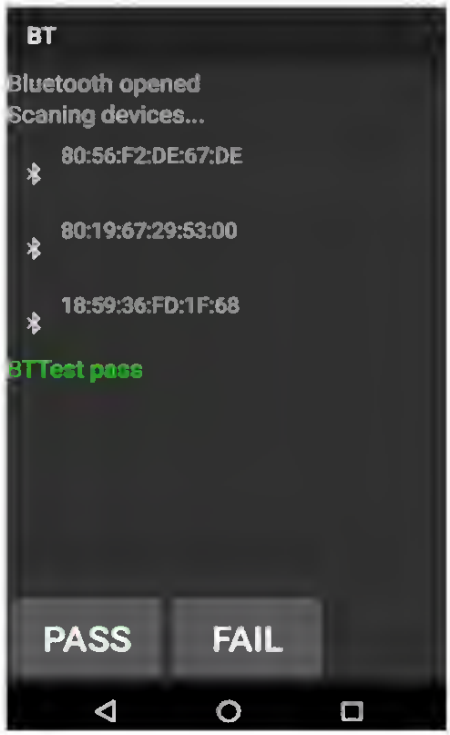


- After the test is done, click on "Pass" or "Fail" button to exit the test. Test result will be automatically written into "/sdcard/Factory/Diagnostic/_TestResult.txt".

6.10 BT-Bluetooth Test

- This test is to check its normality. After entering into the test, the screen will show "Bluetooth Test Pass" if the screen shows Bluetooth stick or other Bluetooth device addresses.
- After the test is done, click on "Pass" or "Fail" button to exit the test. Test result will be automatically written into "/sdcard/Factory/Diagnostic/_TestResult.txt"

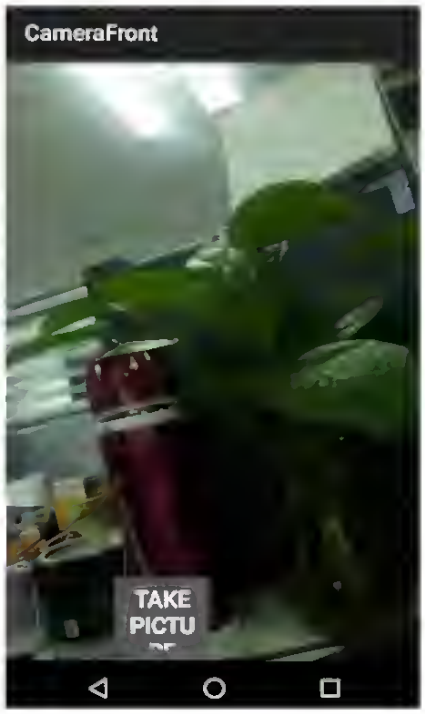
Downloaded from www.Manualslib.com manuals search engine

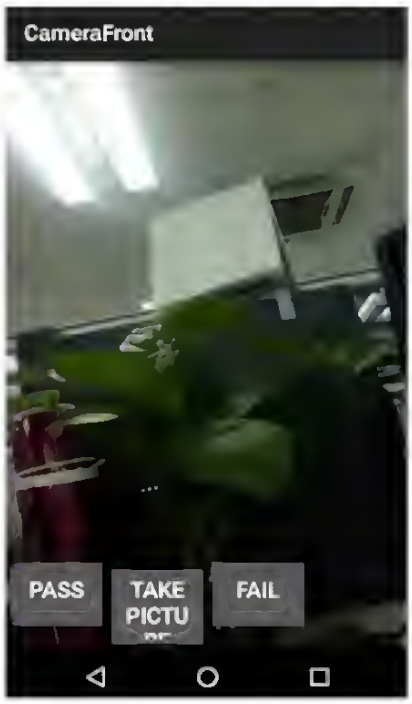


6.11 Camera----Camera Test

- First start up the rear camera, tester previews OK->clicks on shooting button->observes whether the camera shooting is clear and normal->clicks on "Pass" button->starts up the front camera->uses the same method to test the function.
- This test fails if the preview or shooting of camera is abnormal.
- After the test is done, click on "Pass" or "Fail" button to exit the test. Test result will be automatically written into "/sdcard/Factory/Diagnostic/_TestResult.txt".

Downloaded from www.Manualslib.com manuals search engine





Downloaded from www.Manualslib.com manuals search engine

6.12 Battery----Battery Test

- After entering into the test, insert the charger, observe whether the charging light flashes, and the program will automatically judge whether this test passes as shown.
- This test will test these properties: quantity of electricity, temperature, voltage, electric current and usage performance.
- After the test is done, click on "Pass" or "Fail" button to exit the test. Test result will be automatically written into "/sdcard/Factory/Diagnostic/_TestResult.txt"

Downloaded from www.Manualslib.com manuals search engine

CHAPTER 5

Serial Number Definition

Introduction of Acer FG SN

There are **22** characters in **Acer FG SN** which is a unique identifier of parts used in **Acer**. The following is its definition of every character of **Acer FG SN**.

Acer 22_Code_FG_SN: PPPPPPPPPPYWWSSSSSMMVV

#	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22
22-Code	P	P	P	P	P	P	P	P	P	P	Y	W	W	S	S	S	S	S	M	M	V	V
Definition	ACER FG PN										Year	Week		Sequence Number					MM		Version	

PPPPPPPPPP: **Acer FG PN** which is from the **BOM** by **PM**, **10** characters, without dots here.

There are **12** characters in **Acer FG PN** with the format of **2-5-3 code** including two dots. For example: **LX.G5808.039**. Remove dots to get **10** characters of **PPPPPPPPPP**. For example: **LXG5808039**.

YWW: **1** digit of year and **2** digits for week code.

Y: The last digit of year. For example: **9** if for 2009, **0** is for 2010, **1** for 2011, etc.

WW: (week code) is counted from **01** to **53**, and the definition of **week 01** follows **ISO 8601**. There are mutually equivalent descriptions of **week 01**:

Downloaded from www.Manualslib.com manuals search engine

- The week with the year's first **Thursday** in it (the formal **ISO** definition),
- The week with **4th** January in it,
- The first week with the majority (four or more) of its days in the starting year, and
- The week starting with the Monday in the period **29** December – **4** January.
- If first January is on a Monday, Tuesday, Wednesday or Thursday, it is in week **01**. If first January is on a Friday, Saturday or Sunday, it is in week **52** or **53** of the previous year. **28th** December is always in the last week of its year.

— Sunday 1 January 1995 is identified by the calendar date [1995-01-01] and week date [1994-W52-7]

— Tuesday 31 December 1996 is identified by the calendar date [1996-31-12] and week date [1997-W01-2]

SSSSS: **5** unique hexadecimal codes, by manufacturer/factory/product base, start form **00001** and reset every week.

- Hexadecimal numeral system uses **16** digits, they are **0~9**, **A**, **B**, **C**, **D**, **E** and **F**.
- Maintain one and only one counter to generate sequence numbers at a manufacture site in different factory (Factory1/Factory2) and different product (NB,/Tablet/SHH) that with a unique **MM** code.
- First digit of **SSSSS** cannot be **F**, so the maximum value of **SSSSS** is Hex (**EFFFF**) = **983039**.

(If the **SSSSS** is larger than Hex (**F4240**) = **999999**, you cannot transfer it to right

Downloaded from www.Manualslib.com manuals search engine

SNID because of overflow.)

Value	SSSSS for FG SN	DDDDDD for SNID
983039	EFFFF	983039
509	001FD	000509
12345	03039	012345

SSSSS = dec2hex (value) , DDDDDD = hex2dec (value) (detail refer to MS/excel)

hexadecimal codes	00001	00002	00003	00004	00005	00006	00007	00008	00009	0000A
Product Unit	1	2	3	4	5	6	7	8	9	10
hexadecimal codes	0000B	0000C	0000D	0000E	0000F	00010	00011	00012	00013	00014
Product Unit	11	12	13	14	15	16	17	18	19	20
hexadecimal codes	00015	00016	00017	00018	00019	0001A	0001B	0001C	0001D	0001E
Product Unit	21	22	23	24	25	26	27	28	29	30

* SSSSS: One counter to generate sequence number even different platform, product…..

MM:

>Manufacturer code, two digits defined by **Acer SIC**.

>It only apply by ODM manufacturer location not factory.

>Use alphanumeric characters, including **0~9** and **A~Z** only (**Excluding O, I, A, K and U**).

Special characters are not allowed here, like / @ # $ %.

Downloaded from www.Manualslib.com manuals search engine

>Maintain one and only one counter to generate sequence numbers at a manufacture site in different factory (Factory1/Factory2) and different product (NB,/Tablet/SHH) that with a unique **MM** code

VV:

>Engineering version code of hardware, two characters defined by **ODM/vendor**. Please use alphanumeric characters, including **0~9** and **A~Z** only (**Excluding O and I**). Special characters are not allowed here. If **ODM** do not need to use this **VV** code, keep it as "**00**".

This code does not be used to generate **SNID**. In other words, a **SNID** code does not contain **VV** data.

PSA30200129140O1FF0101 (sample)			
Definition Items	Value	Source	Remark
ACER FG PN	PSA3020012	PS.A3020.012	By PLM system
Year	9	Year 2009	Last digit of year
Week	14	Week 14	Week code, follow ISO8601
Serial Number	001FF	00000 ~ EFFFF	5 unique hexadecimal codes, **maximum capacity 983,039**
MM	01	00 ~ 9Z	Manufacturer code, two digits defined by Acer SIC for ODM/Vendor
Version	01	00 ~ ZZ	Engineering version code of hardware, two characters defined by ODM/vendor

Downloaded from www.Manualslib.com manuals search engine

Understanding Acer FG SNID

SNID Format

Acer 12_Code_SNID: YWWddddddMmm

#	1	2	3	4	5	6	7	8	9	10	11	12
11-code	**Y**	**W**	**W**	**d**	**d**	**d**	**d**	**d**	**d**	**M**	**m**	**m**
Definition	Year	Week		Sequence Number						Mmm		

YWW: **1** digit of year & **2** digits for week code, the same as **Acer FG SN**.

dddddd: **6** decimal numbers transferred from **5** hexadecimal numbers SSSSS of **Acer 22_Code_FG_SN**

Transfer formula for $S_1S_2S_3S_4S_5$:

The sequence number in decimal **dddddd** = $S_1*16^4 + S_2*16^3 + S_3*16^2 + S_4*16^1 + S_5$

Example: If **Acer FG SN** (SSSSS) = 001FD, **SNID** (dddddd) = 1*16*16+15*16+13 = **000509**.

Value	SSSSS for FG SN	DDDDDD for SNID
983039	EFFFF	983039
509	001FD	000509
12345	03039	012345

SSSSS = dec2hex (value) , DDDDDD = hex2dec (value) (detail refer to MS/excel)

Mmm:

>The Mmm transferred from Alphanumeric MM code of **Acer 22_Code_FG_SN**

Downloaded from www.Manualslib.com manuals search engine

Transfer formula for Base 36

Example: If Acer FG SN (MM) = 3E, SNID (Mmm) = 314

Decimal	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17
Base 36	**0**	**1**	**2**	**3**	**4**	**5**	**6**	**7**	**8**	**9**	**A**	**B**	**C**	**D**	**E**	**F**	**G**	**H**
Decimal	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35
Base 36	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**	**S**	**T**	**U**	**V**	**W**	**X**	**Y**	**Z**

The following table shows two methods to count sequence numbers. Suppose factory manufactures two models **A** and **B** at the same time.

Divide sequence numbers into two parts	**Random assigned depending on production sequence**
000001 to 491500 for model **A** 491501 to 983000 for model **B**	000001 for model **A** (1st FG) 000002 for model **B** (2nd FG) 000003 for model **A** (3rd FG) 000004 for model **A** (4th FG) 000005 for model **B** (5th FG) 000006 for model **A** (6th FG) 000007 for model **B** (7th FG) 000008 for model **B** (8th FG) etc.

Note 3.1.2A: The **SNID** codes are Alphanumeric and can not contain special symbol.

914000509314 (sample)			
Definition Items	**Value**	**Source**	**Remark**
Year	**9**	**Year 2009**	Last digit of year
Week	**14**	**Week 14**	Week code, follow ISO8601
Serial Number	**000509**	**000000 ~ 983039**	6 decimal numbers transferred from 5 hexadecimal numbers SSSSS of **Acer 22_Code_FG_SN**
Mmm	**314**	**000 ~ 990**	Manufacturer code, two digits defined by Acer SIC

Transfer formula for $S_1S_2S_3S_4S_5$:
The serial number in decimal dddddd = $S_1*16^4 + S_2*16^3 + S_3*16^2 + S_4*16^1 + S_5$
Example: If Acer FG SN (SSSSS) = 001FD, SNID (dddddd) = 1*162+15*16+13 = 000509

Downloaded from www.Manualslib.com manuals search engine

Acer FG Label and Its Barcode

ODM produces **Acer FG** labels with **Acer FG SN**, barcode and **SNID** printed on it first. When an **ODM** scans barcode and generates/collects **22**-character **Acer FG SN**, her **IT** system need to check all **Acer FG SN**, make sure they are correct, input them to dispatch and **KC SF** data file, and finally upload them to **Acer FTP** servers. **Acer FG SN** barcode printed on label follows **CODE-128** standard. Please refer to the following web sites. The resolution of barcode is **200 DPI** (**8 dot/mm**) or higher. Please take a look at the following figures to reference the locations of **Acer FG** label and itself.

- http://www.adams1.com/pub/russadam/128code.html
- http://www.barcode-college.com.tw/barcode.htm

Note 4.1: **Acer** label size is **1 cm * 5 cm**. This label size is for reference only. **ODM** can adjust a little the label size to meet physical requirements. **ODM** also can discuss with related **Acer PM** to define the best location to stick **Acer FG** label. **Acer FG** label can also be combined with **FG** rating label. If **ODM** has the problems about labels stuck on a **FG**, please contact with related **Acer PM**.

Downloaded from www.Manualslib.com manuals search engine

Note 4.2: Every **Acer FG SN** in databases is the same as the characters and the meaning of barcode printed on its own label.

Downloaded from www.Manualslib.com manuals search engine

Introduction of Acer KC PN and Acer KC SN

If the **KC** (**Acer** buy-and-sell component) is purchased from **Acer**, it is supposed to have **Acer KC PN** and **Acer KC SN** already. The **Acer PM** or **PIC** in procurement team will apply **Acer KC PN** for them. **Acer KC PN** is a **2-5-3 code** just like **Acer FG PN**. **ODM PIC** should scan those barcodes of **Acer KC SN** on labels, collect the data and upload them to **Acer SIC FTP** server.

There are also **22** characters in an **Acer KC SN**. The format of **Acer KC SN** is almost the same as **Acer FG SN**. **Acer KC SN** does not have its related **SNID**. The following is its definition of every character.

Acer 22_Code_KC_SN: PPPPPPPPPPYWWSSSSSMMVV

#	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22
22-Code	P	P	P	P	P	P	P	P	P	P	Y	W	W	S	S	S	S	S	M	M	V	V
Definition	ACER KC PN										Year	Week		Sequence Number					MM		Version	

PPPPPPPPPP: **Acer KC PN** (**2-5-3 code**) which is from the **BOM** by **Acer PM**, **10** characters, without dots here.

YWW: The same as **Acer 22_Code_FG_SN**.

SSSSS: The same as **Acer 22_Code_FG_SN**.

MM: Manufacturer code of original supplier or **ODM** herself, two digits defined by **Acer**.

VV: Engineering version code, two characters defined by **ODM/vendor** or original

Downloaded from www.Manualslib.com manuals search engine

supplier.

Note 6.0.1: Every **KC SN** in databases is the same characters as shown on its own label including it barcode.

Note 6.0.2: Every **ODM KC PN** can be found in Acer **SPL** database. (Please contact with the **Acer PIC** in **CSD**.)

Note 6.0.3: **Acer KC PN** is more important than **Acer KC SN** for repair centers.

LK140050109l4001FF6601 (sample)			
Definition Items	Value	Source	Remark
ACER KC PN	LK14005010	LK.14005.010	By PLM system
Year	9	Year 2009	Last digit of year
Week	14	Week 14	Week code, follow ISO8601
Serial Number	001FF	00000 ~ EFFFF	5 unique hexadecimal codes, **maximum capacity 983,039**
MM	66	00 ~ 9Z	Manufacturer code two digits defined by Acer SIC for ODM/Vendor
Version	01	00 ~ ZZ	Engineering version code of hardware, two characters defined by ODM/vendor

Transfer formula for $S_1S_2S_3S_4S_5$:
The serial number in decimal dddddd = $S_1*16^4 + S_2*16^3 + S_3*16^2 + S_4*16^1 + S_5$
Example: If Acer FG SN (SSSSS) = 001FD, SNID (dddddd) = 1*162+15*16+13 = 000509

Downloaded from www.Manualslib.com manuals search engine

CHAPTER 6

RRU (Field Replaceable Unit) List

This chapter provides the FRU (Field Replaceable Unit) listing in global configurations for the Zest Phone. Refer to this chapter whenever ordering for parts to repair or for RMA (Return Merchandise Authorization).

NOTE:

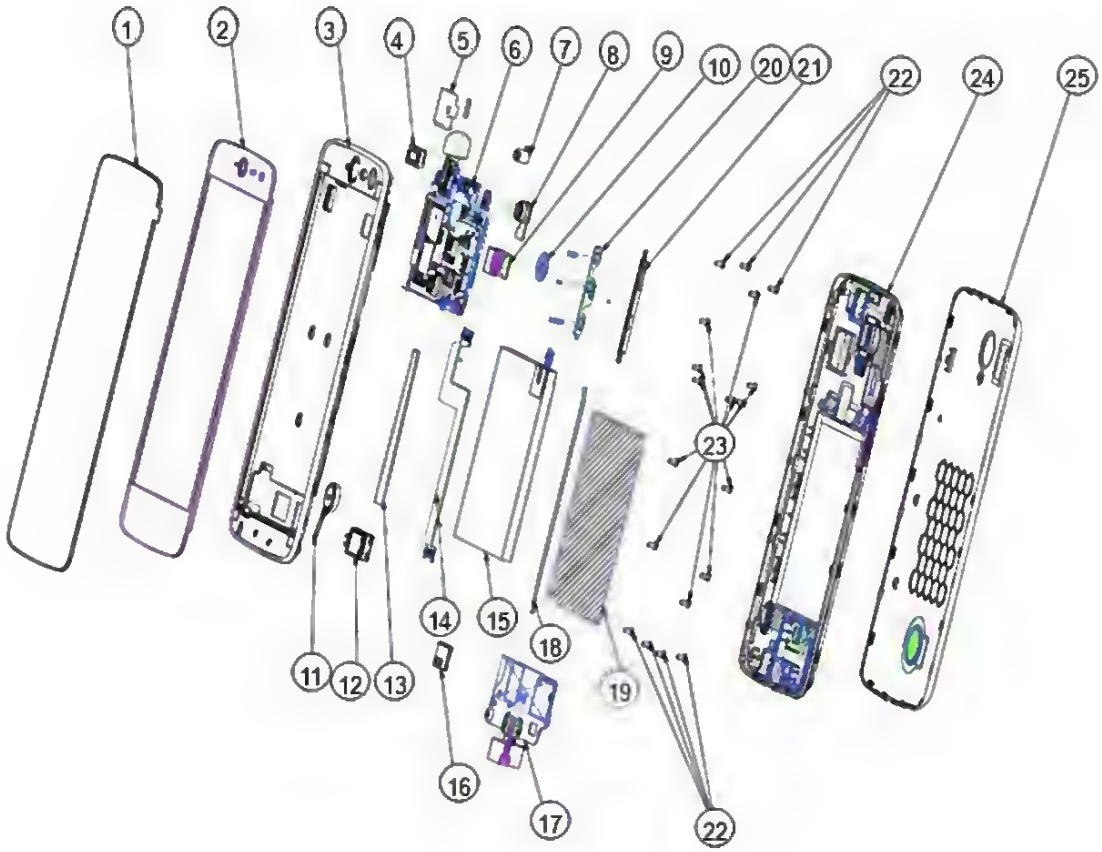
When to ordering FRU parts, check the most up-to-date information available on the regional web or channel. Part number changes will not be noted on the printed Service Guide. For Acer Authorized Service Providers, the Acer office may have a different part number code from those given in the FRU list of this printed Service Guide. Users must use the local FRU list provided by the regional Acer office to order FRU parts for repair and service of customer machines.

NOTE:

To scrap or to return the defective parts, users should follow local government ordinances or regulations on proper disposal, or follow the rules set by the regional Acer office on how to return the defective parts.

Downloaded from www.Manualslib.com manuals search engine

Exploded Diagram and Description

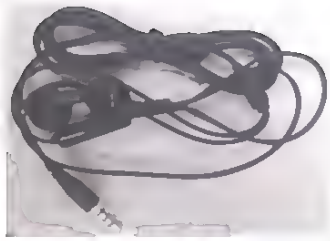
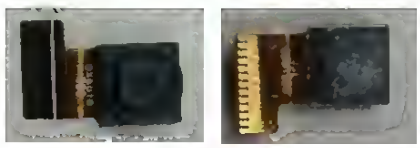


Downloaded from www.Manualslib.com manuals search engine

Item	Part Name	Qty
1	Touch panel	1
2	LCD	1
3	Front cover module	1
4	Receiver	1
S	Audio rubber	1
6	Main-board	1
7	IR rubber	1
8	Front camera	1
9	Rear camera	1
10	Camera lens	1
11	Motor	1
12	Speaker	1
13	Battery adhesive tape	2
14	Link FPC	1
1S	Battery	1
16	USB rubber	1
17	Sub-board	1
18	RF cable	1
19	Battery Mylar	1
20	Side key FPC	1
21	Side key	1
22	Screw M1.4*3.S	7
23	Screw M1.4*3.0	12
24	Rear cover module	1
2S	Battery cover module	1

Downloaded from www.Manualslib.com manuals search engine

FRU List

Category	Part NO.	Description
Battery		
	KT.0010X.001	Battery Apack BAT-A13_ACER_HPP38536 6AB 2000mAh Main COMMON
USB Cable		
	HC.70211.07S	Micro-USB cable-black Zest 0.7mm
Adapter		
	KP.0050P.006	ADAPTER_US_PSA05A-05 0QL6A-H
Earphone		
	HC.00111.00A	BLACK_1.5m_3.5mm US Standard
Front Camera		
	KR.05M0J.001	6.5*6.5*3.55mm_500W
Rear Camera		

Downloaded from www.Manualslib.com manuals search engine

	KR.08M0H.001	8.5*8.5*4.26_800W
Speaker		
	23.HPUHC.001	16*09*3.3mm
Receiver		
	60.HU6HC.002	06*12*2.3mm
Volume Key FPC		
	60.HU6HC.003	/
LINK FPC		
	50.HU6HC.001	CONNECT MB & SB
RF Cable		
	50.HU6HC.002	86.3mm
Rubber for headset		
	47.HU6HC.001	/
Rubber for USB port		

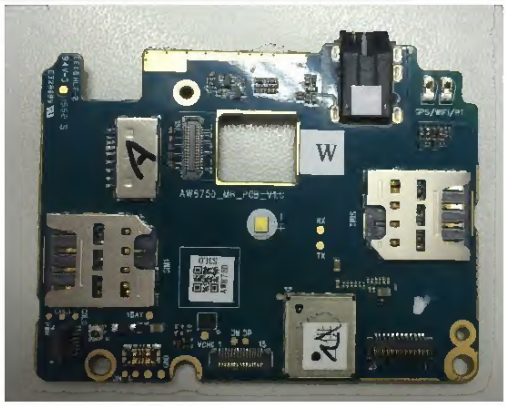
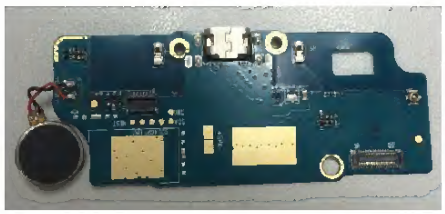
Downloaded from www.Manualslib.com manuals search engine

	47.HU6HC.002	/
Rubber for P sensor		
	47.HU6HC.003	/
Battery Cover		
	60.HU6HC.004	BLACK_UV PAINT
Side key button		
	42.HU6HC.001	SIDE KEY BUTTON_BLACK_UV PAINT
Screws		
	86.HU6HC.002	M1.4*2.8mm_SILVER
Screws		
	86.HU6HC.001	M1.4*3_B3+NYLON_BLACK

Downloaded from www.Manualslib.com manuals search engine

Warranty Label		
	47.HPUHC.002	WARRANTY LABEL_ 2.3mm
Cooling Membrane for Battery Cover		
	47.HU6HC.006	58.5*50*0.05
LCD Module		
	6M.HU6HC.001	1. TP&LCM 2. Front cover 3. Receiver decoration
Rear Cover Module		
	60.HU6HC.001	Rear cover Camera lens
MB Module		

Downloaded from www.Manualslib.com manuals search engine

	HB.70511.09Q	Main Board Waterproof Label
SB Module		
	55.HU6HC.001	Sub board Motor

Downloaded from www.Manualslib.com manuals search engine